

KELLOGG, HUBER, HANSEN, TODD & EVANS, P.L.L.C.

SUMNER SQUARE
1615 M STREET, N.W.
SUITE 400
WASHINGTON, D.C. 20036-3209

(202) 326-7900

FACSIMILE:
(202) 326-7999

February 12, 2003

Ex Parte Presentation

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: *Application by SBC Communications Inc., et al. for Provision of In-Region,
InterLATA Services in Nevada, WC Docket No. 03-10*

Dear Ms. Dortch:

On behalf of SBC Communications Inc. ("SBC"), I am attaching a letter and its enclosures that SBC provided yesterday to the Department of Justice. In accordance with the Commission's Public Notice, DA 03-92 (Jan. 14, 2003), SBC is filing this letter and its attachment electronically through the Commission's Electronic Comment Filing System.

Yours truly,



Colin S. Stretch

Attachment

cc: Ann Stevens
Pamela Arluk
Tracey Wilson
Charles Bolle
Brianne Kucerik
Qualex International



Cynthia J. Mahowald
Vice President and
General Counsel

SBC Telecommunications, Inc.
1401 I Street, NW
Suite 1100
Washington, DC 20005

February 5, 2003

202.326.8868 Phone
888.522.8068 Pager
202.374.8868 Cellular
202.898.2414 Fax
cynthia.mahowald@sbccom.com

Susan Wittenberg, Esq.
Telecommunications Task Force
Antitrust Division
U.S. Department of Justice
1401 H Street, N.W., Suite 8000
Washington, D.C. 20530

Re: California 271 Application

Dear Susan:

Enclosed please find a copy of the joint filing submitted by SBC/California, Verizon, and the CLEC Community on the results of the 2002 PM review in California. Included is a marked up version of the Joint Partial Settlement Agreement reflecting all of the agreed to changes and a "clean" version of the Joint Partial Settlement Agreement, with the changes incorporated.

Parties to the filing have requested that the Commission act quickly on the agreed to changes. The Commission staff has agreed to help with our request, so we hope we will have a ruling on the agreed issues in the not too distant future. The open issues likely will take longer to resolve, although the list is fairly short.

Specifically, the following documents are attached:

1. SBC California, Verizon California, Inc., AT&T Communications of California, Inc., WorldCom, Inc., Covad Communications Co., XO California, Inc., and Time Warner Telecom of California's Joint Motion for review and approval of the amendments to the Joint Partial Settlement Agreement regarding Performance Measurements;
2. Marked up version of SBC California's OSS OII Performance Measurements Joint Partial Settlement Agreement (Attachment A); and
3. SBC California's OSS OII Performance Measurements Joint Partial Settlement Agreement (Attachment B);
4. California 2002 Performance Measurement Plan (JPSA) Issues (Attachment C); and
5. California 2002 Performance Measurement Plan (JPSA) Issues (Attachment D).

Upon your review of the enclosed, please call me if you have any questions.

Sincerely,

Enclosures

cc: Phil Sauntry, Esq.
Brianne Kucerik

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking
on the Commission's Own Motion
into Monitoring Performance of
Operations Support Systems

R. 97-10-016

Order Instituting Investigation
on the Commission's Own Motion
into Monitoring Performance of
Operations Support Systems

I. 97-10-017

**JOINT MOTION FOR ADOPTION OF AMENDMENTS TO
JOINT PARTIAL SETTLEMENT AGREEMENT
PURSUANT TO ARTICLE 13.5 OF THE COMMISSION'S RULES
OF PRACTICE AND PROCEDURE**

Pursuant to Rule 51.1(c) of the Commission's Rules of Practice and Procedure, SBC/California (formerly known as "Pacific Bell") (U 1001 C), Verizon California, Incorporated ("Verizon") (U 1002 C), AT&T Communications of California, Inc. ("AT&T") (U 5002 C), WorldCom, Inc. ("WorldCom"), Covad Communications Co. (U-5752), XO California, Inc. ("XO") (U-5553-C), and Time Warner Telecom of California ("TWTC") (U 5358 C) (collectively, the "Settling Parties")¹ request that the Commission approve the amendments to the Joint Partial Settlement Agreement regarding Performance Measurements ("JPSA"), which was originally approved by the Commission on August 5, 1999 in D.99-08-020 and subsequently modified on May 24, 2001 in D.01-05-087. A copy of the JPSA, as amended by the Settling Parties, is attached to this filing and is incorporated herein by reference.²

¹ AT&T, WorldCom, Covad, XO, and TWTC are collectively referred to as the "CLECs."

² Attachment A is a clean copy of the revised JPSA. Attachment B is a redlined version reflecting the changes. Attachment C represents a list of issues that were raised and resolved during the negotiations (it is the working document used by the parties to track closed issues). Attachment D represents the list of open issues that will be

The attached JPSA reflects the agreed upon modifications reached by the Settling Parties during the current review process. The Settling Parties submit that the attached JPSA is reasonable in light of the whole record of competition in the California local exchange market, is consistent with the stated objectives of the Commission in this proceeding, and meets the Commission's public interest test for the approval of settlements.³

I. BACKGROUND

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OI") to accomplish several goals, including the determination of reasonable standards of OSS performance for SBC/California and Verizon, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown.⁴

Pursuant to the Commission's issuance of the OSS OI, various parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.⁵ The parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions

addressed by the parties in subsequent filings. Verizon and SBC/California have agreed to file implementation schedules by March 3, 2003.

³ By seeking approval of the JPSA, the Settling Parties make no representation that the JPSA constitutes a definitive or a conclusive standard for SBC/California's or Verizon's compliance with the Telecommunications Act of 1996. In addition, AT&T and XO continue to assert that parity, and not benchmarks, are the appropriate performance measures under applicable law. Likewise, by agreeing to the performance measures contained in the JPSA, SBC/California and Verizon do not make any commitment or admission regarding the propriety or reasonableness of establishing performance remedies.

⁴ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017).

⁵ A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

on the remaining open issues on January 8, 1999. The Commission issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as approved by the Commission in August 1999, called for a periodic review commencing in February 2000. The parties engaged in lengthy negotiations during the February 2000 review and submitted agreed upon modifications to the Commission on July 18, 2000. The Commission approved those changes on May 24, 2001.

The parties commenced a subsequent periodic review on June 17, 2002. Written notice to all parties to this proceeding, pursuant to Rule 51.1(b), that settlement discussions would be held for the purpose of discussing issues relating to OSS performance measurements was issued on June 20, 2002. The Administrative Law Judge later held a pre-hearing conference in October 2002 to evaluate the status of the parties' discussions. In connection with that pre-hearing conference, the parties agreed to establish the following schedule for the current review:

- January 31, 2003: File joint motion regarding agreed-upon changes
- February 7, 2003: Motions to be filed on open (unresolved) issues
- February 21, 2003: Replies to be filed on open (unresolved) issues

II. SCOPE AND SUMMARY OF SETTLEMENT AGREEMENT

The Settling Parties submit that the attached JPSA embodies the best efforts of the CLECs, SBC/California, and Verizon to agree on modifications to the performance measurements approved by the Commission in D.99-08-020 and subsequently in D.01-05-087. The attached JPSA resolves many of the issues identified by the Settling Parties during the current 2002 review. There are, however, some outstanding issues, as shown in Attachment D. The parties intend to file motions for the Commission's resolution of open issues on February 7, 2003, and replies to those motions on February 21, 2003. The

parties' motions should enable the assigned Administrative Law Judge to evaluate the state of the record on unresolved issues and to rule as needed.

The attached JPSA represents an agreement by the Settling Parties regarding proposed changes and additions to the JPSA approved by the Commission. The purpose of the 2002 review was to evaluate the effectiveness of the performance measures adopted in D.99-08-020 and modified in D.01-05-087. In that vein, many aspects of the previously ordered JPSA were reviewed, and where the Settling Parties reached agreement to modify the JPSA, those modifications have been incorporated in the revised JPSA attached to this motion. When an agreement was not reached on a requested change, an "Open Issue" has been designated for that requested change in Attachment D, and the original language has been retained. To the extent the Settling Parties could not agree on proposed changes or additions to the existing JPSA, those issues will be raised in their respective motions.

III. THE SETTLEMENT AGREEMENT IS REASONABLE AND IS IN THE PUBLIC INTEREST

This Commission has recognized a strong public policy of this State favoring settlement. Re Pacific Bell, D.92-07-076, 45 C.P.U.C. 2d 158, 169 (1992). Commission policy also favors settlements that are "reasonable in light of the whole record, consistent with law, and in the public interest." Re Application of GTE California Inc. for Review of the Operations of the Incentive-Based Regulatory Framework Adopted in Decision 89-10-031, D.96-05-037, slip op. (FOF 1) (May 8, 1996); Rule 51.1(e). The attached JPSA satisfies these requirements.

The attached JPSA is intended by the Settling Parties to be consistent with the laws governing OSS access. The Telecommunications Act of 1996 and the FCC's implementing rules require SBC/California and Verizon to provide competing CLECs with nondiscriminatory access to OSS. In the August 1996 *Local Competition First Report and Order*, the FCC commented, generally, that ILECs

must provide CLECs with access to the preordering, ordering, provisioning, billing, repair, and maintenance OSS subfunctions such that CLECs are able to perform such OSS functions in “substantially the same time and manner” as the ILECs can for themselves.⁶ In August of 1997, the FCC’s *Ameritech Opinion* clarified that for those OSS subfunctions with retail analogs, an ILEC “must provide access to competing carriers that is equal to the level of access that the [ILEC] provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness.”⁷ The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, an ILEC must offer access sufficient to allow an efficient competitor “a meaningful opportunity to compete.”⁸

The agreed-to performance measures in the JPSA and the amendments to the JPSA resulting from the 2002 review are consistent with the requirements of applicable law because they provide one objective means to help assess whether an ILEC is providing its competitors with sufficient, non-discriminatory access to OSS as required by the Act. The JPSA strikes a reasonable compromise among all parties’ interests.

⁶ See, *Implementation of the Local Competition Provisions in the Telecommunications Act of 1996*, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) (“*Local Competition First Report and Order*”), *aff’d in part and vacated in part sub nom. Competitive Telecommunications Ass’n v. FCC*, 117 F.3d 1068 (8th Cir. 1997) and *Iowa Utilities Bd. v. FCC*, 120 F.3d 753 (8th Cir. 1997), *modified on reh’g*, No. 96-3321 (Oct. 14, 1997) (*Rehearing Order*), *petition for cert. granted*, 118 S. Ct. 879 (1998).

⁷ See, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), *writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). (“*Ameritech Opinion*”); see also, *In the Matter of Application of BellSouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* (“*BellSouth (Louisiana II) Opinion*”) CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, *Ameritech Opinion* at 12 FCC Rcd 20618-19).

⁸ See, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; See also, *BellSouth (Louisiana II) Opinion* at ¶87 (citing *Ameritech Opinion* at 12 FCC Rcd at 20619).

The attached JPSA is also reasonable and in the public interest. The Settling Parties include many of the carriers that are the most directly affected by the standards by which SBC/California's and Verizon's OSS are provisioned.

IV. CONCLUSION

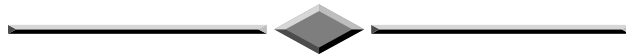
For the foregoing reasons, the Settling Parties submit that the attached JPSA meets the Commission's standards for a reasonable settlement. Accordingly, the Settling Parties respectfully request that the Commission approve the JPSA.

On behalf of the Settling Parties.

Ed Kolto
SBC/California
140 New Montgomery Street, Rm. 1617
San Francisco, CA 94105
Ph: 415 545-9422
Fx: 415 974-1999
Email: ed.kolto@sbc.com

Dated: January 31, 2003

***California OSS OII
Performance Measurements***



Joint Partial Settlement Agreement

INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the “OSS OII”) to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown¹.

Pursuant to the Commission’s issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission’s stated goals.¹ The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for ~~a~~-periodic review~~s~~. ~~commencing in February 2000.~~ Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

~~The issue of performance incentives is pending before the Commission.~~

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties’ negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties’ Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

TABLE OF CONTENTS

I. EXECUTIVE SUMMARY

II. PERFORMANCE MEASURES

a) List of Performance Measurements

b) Performance Measurements Report Requirements

c) Reporting Process

~~III. SERVICE ORDER TYPES~~

~~IV. III.~~ AUDITING

~~V. IV.~~ REVIEW PROCEDURES

V. SERVICE ORDER TYPES

~~VI. IMPLEMENTATION SCHEDULES~~

~~VII. VI.~~ DEFINITIONS OF TERMS/ACRONYMS

~~VIII. VII.~~ ATTACHMENTS

VIII. IMPLEMENTATION SCHEDULES (to be provided on March 3, 2003)

EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Pacific SBC/California and GTEC-Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."³ The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."⁴

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), writ of mandamus issued sub nom. *Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). (*Ameritech Opinion*); see also, *In the Matter of Application of BellSouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* ("*BellSouth (Louisiana II) Opinion*") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, *Ameritech Opinion* at 12 FCC Rcd 20618-19). See also, *Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

⁴ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; See also, *BellSouth (Louisiana II) Opinion* at ¶87 (citing *Ameritech Opinion* at 12 FCC Rcd at 20619).

- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements.”⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Availability
Service Appointment Scheduling (due date)
-Loop Qualification
PIC
Facility Availability
Rejected/Failed Inquiries

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service

personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures can be found in Sections ~~IV-III~~ and ~~I~~IV.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;

- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number		Page Number
<i>PRE-ORDERING</i>		
1	Average Response Time (to Pre-Order Queries)	11
<i>ORDERING</i>		
2	<u>FOC/LSC Notice Timeliness</u>Average FOC/LSC Notice Interval	15
3	<u>Reject Timeliness</u>Average Reject Notice Interval	19
4	Percent of Flow Through Orders	21
<i>PROVISIONING</i>		
5	Percentage of Orders Jeopardized	22
6	<u>Jeopardy Notices Returned by Required Interval</u>Average Jeopardy Notice Interval	25
7	Average Completed Interval	28
8	Percent Completed within Standard Interval	32
8A	<u>Percent Completed within the Customer Requested Due Date (SBC/California only)</u>	
9	Coordinated Customer Conversion	35
9A	Frame Due Time (FDT) Conversions as a Percentage on Time (Pacific Bell <u>Only SBC/California only</u>)	37
10	LNP Network Provisioning	38
11	Percent of Due Dates Missed	39
11A	<u>Loop Acceptance Testing (LAT) Not Completed On Time</u>	
12	Percent Due Dates Missed Due to Lack of Facilities	43

13	Delay Order Interval to Completion Date	46
14	Held Order Interval	49
15	Provisioning Trouble Reports	53
15A	Average Time to Restore Provisioning Troubles	55
16	Percentage Troubles in 30 Days for Special Services Orders Percent Troubles in 30 days for New Orders (Specials)	57
17	Percent Troubles in 7 (10) days for Non-Special New Orders (Non-Specials)	60
18	Completion Notice Interval	63
18A	Percent Mechanized Line Loss Notifications	

MAINTENANCE

19	Customer Trouble Report Rate	65
20	Percent of Customer Trouble not Resolved within Estimated Time	68
21	Average Time to Restore	72
22	POTS Out of Service less than 24 Hours	75
23	Frequency of Repeat Troubles in 30 day period	77

NETWORK PERFORMANCE

24	Percent Blocking on Common Trunks	80
25	Percent Blocking on Interconnection Trunks	81
26	NXX Loaded by LERG Effective Date	82
27	<i>Measure Deleted</i>	83

BILLING

28	Usage Timeliness	84
29	Accuracy of Usage Feed <i>Measure Deleted</i>	86
30	Wholesale Bill Timeliness	88
31	Usage Completeness	89
32	Recurring Charge Completeness	90
33	Non-Recurring Charge Completeness	91

Measure
Number

Page
Number

34	Bill Accuracy	92
35	(replaced with)Billing Completion Notice Interval (Pacific Bell only)	93
36	Accuracy of Mechanized Bill Feed <i>Measure Deleted</i>	94

DATABASE UPDATES

37	Average Database Update Interval (Pacific Bell Only)	97
38	Percent Database Accuracy (Pacific Bell Only)	98
39	E911/911 MS Database Update	99

COLLOCATION

40	Percent On Time to Respond to a Collocation Request	100
41	Time to Provide a Collocation Arrangement	102

INTERFACES

42	Percent of Time Interface is Available	104
43	<i>Measure Deleted</i>	105
44	Center Responsiveness	106
New	Timeliness of Change Management Notices (Verizon Only)	

NOTES:

1. Not all measures apply to both ILECs.

2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*
3. *Details regarding implementation schedules for new measures are documented in Section VIII (Implementation Schedules) .*

OSS OII Performance Measurements Report Requirements

Pre-Ordering

Measure 1

Title: Average Response Time (to Pre-Order Queries)

Area	Requirement Description
Description:	<p>This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record <u>Customer Service Inquiry (Mechanized and Manual)</u> • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquiries • <u>Timeouts (included in query interval and also reported separately on a diagnostic basis) (Verizon only)</u> • Facility Availability (SBC/California Only) • <u>PIC (SBC/California Only)</u> • Loop qualification <ul style="list-style-type: none"> • Loop Qual (Mechanized) • K1023 loop qualification (SBC/California) <ul style="list-style-type: none"> • xDSL and High Bandwidth Line sharing <u>Line Splitting</u> UNE loop qualification • All Other loop qualification <u>/Facility availability check</u>

Method of Calculation:	<p>Mechanized:</p> <p><u>Pre - Order Query Transaction Time (Verizon only)</u> Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)</p> <p><u>Pre- Order Query Transaction Time (SBC/California only)</u> <u>Total Queries Returned Within Specified Interval/(Number of Queries Returned in Reporting Period) x 100</u></p> <p><u>Legacy System Transaction Time (GTE-Verizon only)</u> Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period)</p> <p><u>Loop Qualification/Facility Availability Transaction Time (SBC/California Only)</u> <u>Total Queries Returned Within Specified Interval</u> Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) <u>x 100</u></p> <p><u>Loop Qualification Transaction Time (GTE-Verizon Only)</u> <u>Total Queries Returned Within Specified Interval</u> Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) <u>x 100</u></p> <p><u>Timeouts: (Verizon only)</u> <u>(Number of transactions that timeout/ Total number of transactions) x100</u></p> <p><u>Manual CSRsCSIs (SBC/California and -GTEVerizon)</u> (# of CSR's Returned within "X" Business Hours) <u>Total Manual CSIs Returned</u></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

Measurable Standard:	<div> Mechanized: SBC/California GTEVerizon </div> Standard:
	<div> <div>Address Verification</div> <div> av. 4.5 seconds Legacy Time + <u>not more than 5 seconds</u> <u>95% w/in 10 sec(LSOG 3 & 5)</u> </div> </div> <div> <div>TN Selection</div> <div> av. 4.5 seconds Legacy Time + <u>not more than 5 seconds</u> <u>95% w/in 7 sec(LSOG 3)/10sec(LSOG 5)</u> </div> </div> <div> <div>CSR_CSI</div> <div> av.10.0 seconds <u>98% within 3 hrs. (WISE)</u> <u>TBD (EDI/CORBA) 95% w/in 20 seconds</u> <u>90% w/in 8sec (LSOG 3)</u> <u>95% w/in13sec(LSOG 3)/15sec(LSOG 5)</u> </div> </div> <div> <div>Service Availability</div> <div> av. 8.0 seconds Legacy Time + <u>not more than 5 seconds</u> <u>95% w/in 13 sec(LSOG 3 & 5)</u> </div> </div> <div> <div>Due Date</div> <div> av. 2.0 seconds Legacy Time + <u>not more than 5 seconds</u> <u>95% w/in 4 sec(LSOG 3)5 sec (LSOG 5)</u> </div> </div> <div> <div><u>Timeouts – diagnostic (Verizon only)</u></div> <div>Reject/Failed Inquiries - <u>diagnostic</u></div> </div> <div> <div>Dispatch</div> <div> av. 11.0 seconds N/A (Inc. in Address Verification) <u>95% w/in 19 sec (LSOG 3 & 5)</u> </div> </div> <div> <div>PIC</div> <div><u>95% w/in 25 sec (LSOG 3 & 5)</u></div> </div> <div> <div>Protocol Trans. Time(EDI –input/output)</div> <div><u>95% w/in 4 sec (LSOG 3&5)</u></div> </div> <div> <div>Protocol Trans. Time(CORBA –input/output)</div> <div><u>95% w/in 1 sec (LSOG 3&5)</u></div> </div> <div> <div>Prot.Trans.Time(Datagate–input/output)</div> <div><u>95% w/in 1 sec (LSOG 5)-diag.</u></div> </div> <div> <div>Prot. Trans. Time(Verigate–input/output)</div> <div><u>95% w/in 1 sec (LSOG 5)-diag.</u></div> </div>
	Manual CSRsCSIs: Benchmark: <ul style="list-style-type: none"> Standard - 95% <u>w/in 4 hours</u> (SBC/California) GTEStandard - 98<u>95</u>% <u>w/in 24-8 business</u> hours (Verizon)
	Mechanized Loop Qualification: <ul style="list-style-type: none"> Standard - Parity <u>Benchmark</u>(SBC/California) (<u>reported by interface type</u>) <ul style="list-style-type: none"> <u>95% w/in 45 seconds (actual loop makeup)</u> <u>95% w/in 15 seconds (design loop makeup)</u> <u>Event 6 transactions - Diagnostic</u> Standard - Benchmark - TBD (GTE) (Verizon) <u>95% w/in 60 seconds</u>
	Manual Loop Qualification (K1023) Process (SBC/California only) <ul style="list-style-type: none"> Standard - Parity <u>Reported by:</u> <ul style="list-style-type: none"> <u>XDSL and Line Sharing/Line Splitting UNE Loop Qualification</u> <u>All Other Qualifications/Facility availability check</u>

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>CSI requests (both manual and mechanized) for greater than 30 working telephone numbers.</u> • <u>Rejected manual requests</u> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. “Batch transmission” means a simultaneous, not serial transmission of all orders in a group to the gateway.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Pre-order query transaction time intervals are measured as total transaction time. • For Pacific Bell, excludes CSR requests (both manual and mechanized) for greater than 50 working telephone numbers • For SBC/California, fully electronic pre-order query response times will be measured for the Verigate, Datagate and Loop Qual <u>EDI/CORBA</u> systems. Pre-ordering functionality only recently made available for EDI/CORBA. Benchmarks will be established by November 15, 2000. • For <u>GTE-Verizon</u> fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For GTE Verizon, manual CSRs measured in clock hours; excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. (SBC/California only) • Elapsed time for manual processes tracked during published business hours. (SBC/California only) • Response time for Pacific Bell's Starwriter system is measured at parity based on % within 4 seconds. • GTE-Verizon does not report Legacy System Transaction Time for rejected/failed inquiries. • Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries. • <u>Time-outs – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. (Verizon only)</u>
<i>Notes:</i>	<ul style="list-style-type: none"> • The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • <u>GTE-Verizon</u> will supply all available loop qualification data, however GTE Verizon will not support manual engineering query for loop qualification. • <u>The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface. (Verizon only)</u> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • <u>Timeouts will be included in the query interval and also will be reported diagnostically until next Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs. (Verizon only)</u>

OSS OII Performance Measurements Report Requirements

Ordering

Measure 2

Title: ~~Average FOC/LSC Notice Interval~~ FOC/LSC Notice Timeliness

Area	Requirement Description
Description:	<p>SBC/California: Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).</p> <p>Verizon: <u>Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Measurable Standards.</u></p>
Method of Calculation:	<p>SBC/California: Mechanized: Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)</p> <p>SBC/California: Manual FOCs: Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period)</p> <p>Verizon: Mechanized and Manual: <u>((Number of FOCs/LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products)/(Number of FOCs/LSCs where a FOC/LSC was sent for those specified products) x 100</u></p> <p>Held and Denied Interconnection Trunk Requests: [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	<ul style="list-style-type: none"> Electronically received/electronically handled <u>(SBC/California only)</u> Electronically received and manually handled <u>(SBC/California only)</u> Manually received and manually handled <u>(SBC/California only)</u> <u>By service group type and flow through and non-flow through (Stand Alone Directory Listings included) (GTE-Verizon only)</u>
Geographic Level:	Statewide

Measurable Standard:	Service Group Types: SBC/California <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale ISDN BRI <u>Specials</u> Resale CENTREX Resale PBX Resale DDS Resale DS1/ISDN PRI Resale DS3 Resale VGPL/DS0 • 2/4w (8db <u>and 5.5db</u>) analog loop (incl. Coin/analog PBX) • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • High Bandwidth Line Sharing UNE • 4w digital loop DS1 • UNE loop – DS3 • UNE Loop – OC level • UNE Dark Fiber • UNE Port– Non-Specials) • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 <u>and above</u> OC level • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Standalone LNP • Interconnection Trunks 	<u>GTE Verizon:</u> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform – <u>POTS</u> • <u>UNE Platform - Specials</u> UNE P Res UNE P Bus • UNE P PRI • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • Subloop (Diagnostic) • <u>Dark Fiber (Diagnostic)</u>
-----------------------------	---	---

Measurable Standard:	<p>Benchmark:SBC/California:</p> <p>Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard - average of 20 minutes <p>Electronically Received/Manually Handled</p> <ul style="list-style-type: none"> Standard - average of 6 hours <p>Manually received/Manually Handled</p> <ul style="list-style-type: none"> Standard - average of 12 hours <p><u>Interconnection Trunks</u></p> <ul style="list-style-type: none"> <u>Standard: Average 7 business days (New))</u> <u>Average 4 business days (Augment)</u> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <u>Standard -90% within 72 hours – all products except Interconnection Trunks</u> <u>Standard - Interconnection Trunks</u> <ul style="list-style-type: none"> <u>New – 90% w/in 10 days</u> <u>Augment – 90% w/in 7 days</u> <p><u>Verizon only:</u></p> <p><u>Benchmark: 95% on time (except as noted):</u></p> <p><u>Fully Electronic/Flow Through:</u></p> <ul style="list-style-type: none"> <u>Standard – <=2 system hours</u> <p><u>Resale POTS/UNE (non-designed) < 10 lines</u></p> <ul style="list-style-type: none"> <u>Standard – <= 24 clock hours</u> <p><u>Resale POTS/UNE (non-designed) >= 10 lines</u></p> <ul style="list-style-type: none"> <u>Standard –<= 48 clock hours</u> <p><u>Resale Specials / UNE designed Services < 10 lines</u></p> <ul style="list-style-type: none"> <u>Standard – <=24 clock hours</u> <p><u>Resale Specials / UNE designed Services >= 10 lines</u></p> <ul style="list-style-type: none"> <u>Standard –<= 48 clock hours</u> <p><u>UNE Transport/ EELs</u></p> <p><u>DS1 and below</u></p> <ul style="list-style-type: none"> <u>Standard - <= 24 clock hours</u> <p><u>DS3 and above</u></p> <ul style="list-style-type: none"> <u>Standard – 90% <= 72 clock hours</u> <p><u>Interconnection Trunks</u></p> <ul style="list-style-type: none"> <u>Standard -<= 5 business days</u> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <u>UNE Transport/EELs - Standard -90% within 72 hours</u> <u>IC trunk projects - 95% w/in 10 business days</u> <p><u>Interconnection Trunks</u></p> <p>—Standard:</p> <p>—————SBC/California:—————GTE:</p> <p>Average 7 business days (New)—————Average 5 business day (All)</p> <p>Average 4 business days (Augment)</p> <p>Interconnection Trunk Requests:</p> <p>Held and Denied – Average Interval</p> <ul style="list-style-type: none"> Standard - Parity (SBC/California only) Standard – Average 13 days (GTE<u>Verizon</u> only)
-----------------------------	---

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Non – business days.</u> • <u>Delays caused for customer reasons.</u> • <u>Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)</u> <ul style="list-style-type: none"> • <u>xDSL and High Bandwidth line sharing UNE</u> <hr/> <ul style="list-style-type: none"> • <u>Facility availability interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required: (SBC/California only)</u> <ul style="list-style-type: none"> • <u>ISDN</u> • <u>Channelized DS1</u> • <u>DS3</u> • <u>OC Level services</u> • <u>Dark Fiber</u> • <u>Unbundled Dedicated Transport - DS3</u> • <u>Centrex</u> • <u>PBX</u> <hr/> <ul style="list-style-type: none"> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.</u> • <u>Non stand-alone records for Directory Assistance/Directory Listing.</u> • <u>Test CLECs.</u> • <u>LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only)</u> • <u>Affiliate data will be excluded from all CLEC aggregate performance (in all measures).</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
--------------------	--

<p>Business Rules:</p>	<p><u>For manually handled requests:</u></p> <ul style="list-style-type: none"> • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. <u>(SBC/California only)</u> <ul style="list-style-type: none"> • Business day = Monday through Friday, excluding weekends and ILEC published holidays <u>(SBC/California only)</u> • <u>Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.(Verizon only)</u> • <u>The start time for requests received after the end of the Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only)</u> –Excludes non-business days. –Excludes delays caused for customer reasons • Elapsed time for fully electronic sub-measures <u>is</u> tracked during system hours. –Loop qualification/availability of facilities interval is excluded from overall FOC interval for the following products: (Pacific Bell only) <ul style="list-style-type: none"> –xDSL and High Bandwidth line sharing UNE –ISDN –Channelized DS1 –DS3 –Dark Fiber –Unbundled Dedicated Transport –DS3 • ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required • Projects are defined as: <u>POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(SBC/California only)</u> <ul style="list-style-type: none"> • <u>Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.</u> • <u>Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines</u> • <u>UNE Loops;</u> <ul style="list-style-type: none"> • <u>Special Loops (VGPL, DS1 and above) greater than 6 loops,</u> • <u>Basic, xDSL and ISDN Loops greater than 20 loops</u> • <u>Interconnection Trunks greater than 288 trunks</u> • <u>LNP greater than 99 telephone numbers</u> • <u>Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically. (SBC/California only)</u> • <u>For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally return, minus the time greater than 7days that LSR is being reviewed by CLEC. (SBC/California only)</u> • <u>For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only)</u> • <u>For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only)</u> • <u>Elapsed time calculated in hours or days.</u> • <u>For PONs that the CLEC designates as related (RPOs) only, RPOs which are not provided confirmation until all RPOs are received, the FOC/LSC time stamp used for receipt of all these RPOs will be the date/time of the last RPO received. The FOC/LSC returned date/time will be the actual returned date/time of each RPO.</u>
-------------------------------	---

<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)</u>
----------------------	---

OSS OII Performance Measurements Report Requirements

Ordering

Measure 3

Title: ~~—Average Reject Notice Interval Reject Timeliness~~

Area	Requirement Description
Description:	<p><u>SBC/California:</u> Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.</p> <p><u>Verizon:</u> <u>The percentage of orders rejected within the agreed-upon timeframes as specified in the Measurable Standards.</u></p>
Method of Calculation:	<p><u>SBC/California:</u> Mechanized: Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of Mechanized Orders Rejected in the Reporting Period)</p> <p>Manual: Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)</p> <p><u>Verizon:</u> <u>Mechanized and Manual:</u> <u>(Number of rejects sent where sent date/time is less than or equal to the standard for specified products / Number of Orders rejected for those specified products) x 100.</u></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Electronically received, electronically handled <ul style="list-style-type: none"> • All interfaces • Syntax(edit engine) and content errors (other edits) • Resale orders, High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings • Electronically received, manually handled <ul style="list-style-type: none"> • All interfaces • Syntax (edit engine) and content errors (other edits) —Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only) • Manually received and handled (fax) —Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only) <p>Verizon:</p> <p>—By flow through and non-flow through:</p> <ul style="list-style-type: none"> • <u>Standalone Directory Listings</u> • <u>Resale POTS- Residence</u> • <u>Resale POTS-Business</u> • <u>Resale Specials</u> • <u>UNE loop Nondesigned</u> • <u>UNE loop Designed</u> • <u>UNE loop xDSL capable</u> • <u>UNE loop IDSL capable</u> • <u>UNE Port</u> • <u>UNE Transport</u> <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • <u>UNE Platform – POTS</u> • <u>UNE Platform - Specials</u> • <u>Interconnection Trunks</u> • <u>Line Sharing - Conditioned</u> • <u>Line Sharing - Non -Conditioned</u> • <u>LNP</u> • <u>EEL</u> <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • <u>Subloop (Diagnostic)</u> • <u>Dark Fiber (Diagnostic)</u>
Geographic Level:	Statewide

Measurable Standard:	<p>SBC/California and GTE: Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard - average of 20 minutes <p>Electronically Received/Manually Handled:</p> <ul style="list-style-type: none"> Standard - average of 5 hours <p>Manually RReceived/Manually Handled:</p> <ul style="list-style-type: none"> Standard - average of 10 hours <p>Projects:</p> <ul style="list-style-type: none"> Standard -90% within 72 hours – <u>All products except Interconnection Trunks</u> <u>Standard – Interconnection Trunks</u> <ul style="list-style-type: none"> <u>New – 90% within 10 days</u> <u>Augment – 90% within 7 days</u> <p><u>Verizon:</u> <u>Benchmark: 95% on time (except as noted):</u></p> <p><u>Fully Electronic/Flow Through:</u></p> <ul style="list-style-type: none"> <u>Standard – <=2 system hours</u> <p><u>Resale POTS/UNE (non-designed) < 10 lines – No Flow Through</u></p> <ul style="list-style-type: none"> <u>Standard –<= 24 clock hours</u> <p><u>Resale POTS/UNE (non-designed) >= 10 lines – No Flow Through</u></p> <ul style="list-style-type: none"> <u>Standard - <= 48 clock hours</u> <p><u>Resale Specials / UNE Designed Services < 10 lines – No Flow Through</u></p> <ul style="list-style-type: none"> <u>Standard – <= 24 clock hours</u> <p><u>Resale Specials / UNE Designed Services >= 10 lines – No Flow Through</u></p> <ul style="list-style-type: none"> <u>Standard – <= 48 clock hours</u> <p><u>UNE Transport/ EELs</u> <u>DS1 and below</u></p> <ul style="list-style-type: none"> <u>Standard - <= 24 clock hours</u> <p><u>DS3 and above</u></p> <ul style="list-style-type: none"> <u>Standard – 90% <= 72 clock hours</u> <p><u>Interconnection trunks</u></p> <ul style="list-style-type: none"> <u>Standard - <= 5 business days</u> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <u>UNE Transport/EELs – 90% <= 72 clock hours</u> <u>All IC trunk projects - 95% within 10 business days</u>
-----------------------------	---

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Non – business days</u> • <u>Delays caused for customer reasons.</u> • <u>Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)</u> <ul style="list-style-type: none"> • <u>xDSL and High Bandwidth line sharing UNE</u> • <u>Facility availability interval is removed from the overall reject interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)</u> <ul style="list-style-type: none"> • <u>ISDN</u> • <u>Channelized DS1</u> • <u>DS3</u> • <u>OC Level service.</u> • <u>Dark Fiber</u> • <u>Unbundled Dedicated Transport - DS 3</u> • <u>Centrex</u> • <u>PBX</u> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.</u> • <u>Non stand-alone records for Directory Assistance/Directory Listing.</u> • <u>Test CLECs.</u> • <u>Affiliate data will be excluded from all CLEC aggregate performance (in all measures).</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only)</u>
--------------------	---

Business Rules:

- Elapsed time for fully electronic sub-measures tracked during system hours
- For manually handled requests:
Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
- Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California)
 - Business day hours and holidays are published on the Verizon web site. (Verizon only)
 - The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only)
- ~~Excludes non-business days~~
- ~~Excludes delays caused for customer reasons~~
- ~~Loop qualification/facility availability interval is removed from the overall reject interval for the following products: (Pacific Bell only)~~
 - ~~XDSL~~
 - ~~High Bandwidth line sharing UNE~~
 - ~~ISDN~~
 - ~~Channelized DS1~~
 - ~~DS3~~
 - ~~Dark Fiber~~
 - ~~Unbundled Dedicated Transport DS 3~~
- ~~ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.~~
- Projects are defined as: ~~POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.~~ (SBC/California only)
- Projects are defined as: (SBC/California only)
 - Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.
 - Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines
 - UNE Loops;
 - Special Loops (VGPL, DS1 and above) greater than 6 loops
 - Basic, xDSL and ISDN Loops greater than 20 loops
 - Interconnection Trunks greater than 288 trunks.
 - LNP greater than 99 telephone numbers
- Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically (SBC/California only).
- For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only)
- For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only)
- For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON.
- Elapsed time calculated in hours.

<p><i>Notes:</i></p>	<p>All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000 (Benchmarks for GTE are still interim.)</p> <ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)</u> <p>—</p>
----------------------	--

OSS OII Performance Measurements Report Requirements

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

Area	Requirement Description
Description:	Measures the percentage of <u>valid</u> electronically received orders processed on a flow through basis.
Method of Calculation:	<p><u>Programmed To Flow Through:</u> (Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all products / Total number of electronically received orders that qualify for flow through, for all products) x100.</p> <p><u>Total Flow Through:</u> [(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received orders)] x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	<p>Reported by service group type for OOrders that flow through as a percentage of:</p> <p>—All electronically received orders programmed to flow through, by service group type, and/or service order type.</p> <p>All electronically received orders, by service group type, and/or service order type. <u>(Diagnostic)-</u></p>
Geographic Level:	Statewide

Measurable Standard:	<p><u>SBC/California:</u> <u>Benchmark:</u> <u>Programmed to Flow Through:</u></p> <ul style="list-style-type: none"> • <u>Standard – TBD (See Notes)</u> <p><u>Verizon:</u> <u>Benchmark:</u> <u>Programmed to Flow Through:</u></p> <ul style="list-style-type: none"> • <u>Diagnostic through June 2003 report month.</u> • <u>July through December 2003 – 90% flow through</u> • <u>January 2004 and beyond – 95% flow through</u> <p><u>SBC/California and Verizon:</u> <u>Total Flow Through: Diagnostic</u></p>
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes).</u> • <u>Orders that do not flow through due to previously received pending orders.</u> — • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Any service request not generated on an LSR.</u> ==
Business Rules:	<ul style="list-style-type: none"> • Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors. • <u>All features on the order must flow through for the order to be flow-through eligible.</u> —
Notes:	<ul style="list-style-type: none"> • <u>Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through eligible orders that do not flow through because the LSR is not formatted consistent flow through standards. The remainder of exclusions will be included in the data set for PM 3. (SBC/California)</u> • <u>System upgrade currently targeted for May 2003 to identify CLEC- caused errors. (Verizon only)</u> • <u>SBC/California will implement changes to measure and collect data for three months. SBC/California will propose a benchmark based on the historical data.</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
<i>Method of Calculation:</i>	$((\text{Number of Orders Jeopardized}) / (\text{Number of Orders Confirmed})) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates
<i>Reported By:</i>	—By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<div> SBC/California: Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> </div> <div> Parity measured for the following UNEs <u>(except as noted)</u>: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • (incl. Coin/analog PBX) • UNE Subloop • 2w digital loop(ISDN capable) • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE Conditioned • Non-Conditioned • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE Loop – OC level • Dark Fiber • UNE Port–(Non-Specials) • UNE Port–Specials • UNE Dedicated Transport • DS1 • DS3 • OC level • Enhanced Extended Links <u>(New and Conversions)</u> • VG - Conversion • DS1 - New • DS1-Conversion • DS3 <u>and above- New</u> • DS3-Conversion • OC level- New • OC level- Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks </div> <div> Retail <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (fielded) • ISDN(BRI) • 2w digital loop(xDSL capable) provided to ASI <u>Benchmark: 5%</u> • ISDN(BRI) • High Bandwidth Line Sharing UNE provided to ASI • DS1 <u>service</u> • DS3 <u>service</u> • Retail OC level service <i>(Diagnostic)</i> • POTS - Business (non-fielded) • Retail Specials (non-fielded) • HICAP • DS1 • DS3 • Retail OC level service <i>(TBD)</i> • <u>VGPL service</u> • <u>DS1 service</u> • <u>DS3 service</u> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks </div>
-----------------------------	--

Measurable Standard:	GTEVerizon Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable • UNE Loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform - <u>POTS</u> <ul style="list-style-type: none"> • <u>UNE Platform - Specials</u> UNE P Res UNE P Bus UNE P PRI • Interconnection Trunks • Line Sharing — Conditioned • Line Sharing - Non Conditioned • LNP • EEL <u>(New and Conversions)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Subloop • Dark Fiber <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u> • (TBD until SDA is established) <u>Retail ISDN BRI</u> • (TBD until SDA is established) <u>Retail ISDN BRI</u> • ContraNet — Simple <u>Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u> • Retail POTS <ul style="list-style-type: none"> • <u>Retail Specials</u> Business POTS ISDN PRI ILEC Dedicated Trunks • (TBD until SDA is established) <u>Retail Linesharing - Conditioned</u> • (TBD until SDA is established) <u>Retail Linesharing — Non - Conditioned</u> — —Retail POTS -Total Business & Residence, Non-Dispatched —(Diagnostic) <u>DS0 service</u> <u>DS1 service</u> <u>DS3 and above service</u> • <u>(Diagnostic)</u> • <u>(Diagnostic)</u> —(Diagnostic)

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Delays for Customer Reasons</u> • <u>Missed Commitment notices</u> <p>—</p> <ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<p>Excludes delays for customer reasons.</p> <ul style="list-style-type: none"> • Raw data will include jeopardy codes. • For Pacific Bell results for UNE Subloop will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI • For GTE rResults for UNE sSubloop <u>and Dark Fiber</u> -will be tracked diagnostically. • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> <p>—Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review</p> <p>—</p>
<i>Notes:</i>	<p>—Does not include missed commitments.</p> <ul style="list-style-type: none"> • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused delays that result in a jeopardy.)</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 6

Title: ~~Average~~ Jeopardy Notices Returned by Required Interval

Area	Requirement Description
Description:	Measures the remaining time <u>percentages of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval</u> between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	<p><u>Assignment:</u> <i>Jeopardies identified during the initial assignment process</i></p> <p><u>Sum ((Date of Committed Due Date for the Order) – (Date of Jeopardy Notice)) Total Number of Assignment Jeopardies Returned within the Required Interval / (Number of Assignment Jeopardy Notices <u>Sent</u>) x100</u></p> <p><u>Installation:</u> <i>Jeopardies identified during the installation process prior to due time</i></p> <p><u>Total Number of Installation Jeopardies Returned within the Required Interval Sum ((Date & Time of Committed Due Date for the Order) – (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices <u>Sent</u>) x100</u></p> <p><u>Notification of Missed Commitments</u></p> <p><u>Total Number of Missed Commitment Notices Returned within the Required Interval Sum (Due Date and Time of Missed Commit Notice – Due Date and Time of Order) / (Number of Missed Commitment Notices <u>Sent</u>) x100</u></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> By service group type, with same service group type disaggregation as Measure 5.
Geographic Level:	Statewide

Measurable Standard:	Service Group Types: SBC/California <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale ISDN BRI <u>Specials</u> Resale CENTREX Resale PBX Resale DDS Resale DS1/ISDN PRI Resale DS3 Resale VGPL/DS0 • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE Conditioned <ul style="list-style-type: none"> • Non-Conditioned • <u>2w digital loop(IDSL capable)</u> • 4w digital loop DS1 • UNE Subloop • UNE Loop – DS3 • UNE Loop –OC level • UNE Dark Fiber • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links (<u>New and Conversions</u>) <ul style="list-style-type: none"> • VG Conversion • DS1 New DS1 Conversion DS3 and above <u>New</u> • DS3 Conversion OC Level new • OC level conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	GTEVerizon <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – <u>POTS</u> • <u>UNE Platform – Specials</u> UNE P Res UNE P Bus UNE P PRI • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL (Diagnostic) (<u>New and Conversions</u>) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above.</u> • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
-----------------------------	---	---

Measurable Standard:	Benchmark (Pacific Bell only) Standard - _____ Assignment Jeopardies 90% within 1 day Install. Jeopardies (POTS) 95% within 15 minutes Install. Jeopardies (Specials) 95% within 3 hours Missed Commit Notices 95% within 24 hours GTE shall begin reporting June 2000 data on July 15, 2000. GTE will propose benchmark after four months of data collection.
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Delays for customer reasons</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	Excludes delays for customer reasons. <ul style="list-style-type: none"> • Raw data will include jeopardy codes. • SBC/California tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • GTE Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours. • <u>Results for UNE Subloops and Dark Fiber will be tracked diagnostically.</u> • <u>For this measure, Resale Centrex will be assessed against the POTS benchmark standards since this product is provisioned using the POTS provisioning process (SBC/California only).</u>
Notes:	<ul style="list-style-type: none"> • If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for <u>parity</u> analogs. • <u>Excluded data will be made available upon request through the raw data/excluded data process (For SBC/California, excluded data include CLEC/customer caused delays.)</u> • For GTE Verizon, jeopardies issued on the due date are considered either installation or notifications of missed commitments.

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 7

Title: Average Completed Interval

Area	Requirement Description
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	<p>Parity: $\frac{\text{Sum}(\text{Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request})}{\text{Total New, Move and Change Orders Completed in the Reporting Period}}$</p> <p>Benchmark: $\frac{\text{Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request}}{\text{Total New, Move and Change Orders Completed in the Reporting Period}} \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PBS BC /California), Statewide (GTE Verizon)

Measurable Standard:	<p>SBC/California Parity for Resale is Retail: for Resale:</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <u>without LNP</u> —(incl. Coin/analog PBX) <ul style="list-style-type: none"> • UNE Subloop • <u>2/4w (8db and 5.5db) analog loop with LNP</u> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • <u>UNE Loop – DS3</u> • UNE Loop – OC level • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • <u>VG - New</u> • VG - Conversion • DS1 –New • DS1 -Conversion • DS3 <u>and above</u>- New • DS3 <u>and above</u>-Conversion –OC level– New –OC level– Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (fielded) • <u>Benchmark: 95% within the standard interval</u> • ISDN(BRI) • <u>2w digital loop (xDSL capable) provided to ASI</u> <u>Benchmark: 95% within the standard interval</u> <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN(BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • <u>DS3</u> • Retail–OC level service • POTS - Business (non -fielded) Retail–Special Services • <u>HICAP</u> <ul style="list-style-type: none"> • DS1 • DS3 • Retail–OC level service (Diagnostic) <u>VGPL new orders</u> <u>VGPL change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 and above new orders</u> <u>DS3 and above change orders</u> <u>(TBD)</u> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	---

<i>Measurable Standard:</i>	<div> <div><u>GTE</u><u>Verizon</u></div> <div>Retail</div> </div>		
	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • <u>UNE Loop DS0</u> • <u>UNE Loop DS1</u> • <u>UNE Loop DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform <u>– POTS</u> <ul style="list-style-type: none"> • <u>UNE Platform - Specials</u> UNE P Res UNE P Bus • <u>UNE P PRI</u> • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS0 - New</u> • <u>DS0- Conversion</u> • <u>DS1 New</u> • <u>DS1 -Conversion</u> • <u>DS3 and above New</u> • <u>DS3 and above-Conversion</u> • Subloop • Dark Fiber </td><td> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u> • (TBD until SDA is established)<u>Retail ISDN</u> –BRI • (TBD until SDA is established)<u>Retail ISDN</u> <u>BRI</u> • ContraNet Simple<u>Retail POTS Business Non</u> <u>Dispatched and Retail Specials Non</u> <u>Dispatched</u> –HICAP Designed <ul style="list-style-type: none"> • <u>DS1 and below service</u> • <u>DS3 and above service</u> • <u>Retail POTS</u> • <u>Retail Specials</u> Residential POTS Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Conditioned</u> • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Non Conditioned</u> • Retail POTS Total Business & Residence, Non Dispatched • (Diagnostic) <u>DS0 new orders</u> <u>DS0 change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 and above new orders</u> <u>DS3 and above change orders</u> • <i>(Diagnostic)</i> • <i>(Diagnostic)</i> </td></tr> </table>	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • <u>UNE Loop DS0</u> • <u>UNE Loop DS1</u> • <u>UNE Loop DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform <u>– POTS</u> <ul style="list-style-type: none"> • <u>UNE Platform - Specials</u> UNE P Res UNE P Bus • <u>UNE P PRI</u> • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS0 - New</u> • <u>DS0- Conversion</u> • <u>DS1 New</u> • <u>DS1 -Conversion</u> • <u>DS3 and above New</u> • <u>DS3 and above-Conversion</u> • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u> • (TBD until SDA is established)<u>Retail ISDN</u> –BRI • (TBD until SDA is established)<u>Retail ISDN</u> <u>BRI</u> • ContraNet Simple<u>Retail POTS Business Non</u> <u>Dispatched and Retail Specials Non</u> <u>Dispatched</u> –HICAP Designed <ul style="list-style-type: none"> • <u>DS1 and below service</u> • <u>DS3 and above service</u> • <u>Retail POTS</u> • <u>Retail Specials</u> Residential POTS Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Conditioned</u> • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Non Conditioned</u> • Retail POTS Total Business & Residence, Non Dispatched • (Diagnostic) <u>DS0 new orders</u> <u>DS0 change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 and above new orders</u> <u>DS3 and above change orders</u> • <i>(Diagnostic)</i> • <i>(Diagnostic)</i>
<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • <u>UNE Loop DS0</u> • <u>UNE Loop DS1</u> • <u>UNE Loop DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform <u>– POTS</u> <ul style="list-style-type: none"> • <u>UNE Platform - Specials</u> UNE P Res UNE P Bus • <u>UNE P PRI</u> • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS0 - New</u> • <u>DS0- Conversion</u> • <u>DS1 New</u> • <u>DS1 -Conversion</u> • <u>DS3 and above New</u> • <u>DS3 and above-Conversion</u> • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u> • (TBD until SDA is established)<u>Retail ISDN</u> –BRI • (TBD until SDA is established)<u>Retail ISDN</u> <u>BRI</u> • ContraNet Simple<u>Retail POTS Business Non</u> <u>Dispatched and Retail Specials Non</u> <u>Dispatched</u> –HICAP Designed <ul style="list-style-type: none"> • <u>DS1 and below service</u> • <u>DS3 and above service</u> • <u>Retail POTS</u> • <u>Retail Specials</u> Residential POTS Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Conditioned</u> • (TBD until SDA is established)<u>Retail</u> <u>Linesharing - Non Conditioned</u> • Retail POTS Total Business & Residence, Non Dispatched • (Diagnostic) <u>DS0 new orders</u> <u>DS0 change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 and above new orders</u> <u>DS3 and above change orders</u> • <i>(Diagnostic)</i> • <i>(Diagnostic)</i> 		

<p><u>Exclusions:</u></p>	<ul style="list-style-type: none"> • <u>Customer requested due dates other than the interval offered. (SBC/California only)</u> • <u>Customer requested due dates beyond interval offered. (Verizon only)</u> • <u>Orders delayed for customer reasons.</u> • <u>For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only)</u> • <u>Projects. (SBC/California only)</u> • <u>Record only and ILEC official orders.</u> • <u>Services for which due date is negotiated, i. e. DS3, OC level</u> • <u>Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only)</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> —Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only) —Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE) —For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only) • Excludes projects. (Pacific Bell only) • GTE-Verizon will not exclude projects. —Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only) —Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • <u>For Verizon, results for UNE subloop and Dark Fiber will be tracked diagnostically.</u> • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) —Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only) • <u>Projects are defined as:(SBC/California only)</u> <ul style="list-style-type: none"> • <u>Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.</u> • <u>Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines</u> • <u>UNE Loops:</u> <ul style="list-style-type: none"> • <u>Special Loops (VGPL, DS1 and above) greater than 6 loops</u> • <u>Basic, xDSL and ISDN Loops greater than 20 loops</u> • <u>Interconnection Trunks greater than 288 trunks</u>

<p>Notes:</p>	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)</u> <p>==</p>
----------------------	--

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders) <u>x100</u>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Region (PBSBC/California), Statewide (GTEVerizon)

Measurable Standard:	<div> <div> SBC/California Parity for Resale is Retail <u>Resale:</u> <ul style="list-style-type: none"> <u>Specials</u> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2w digital loop(ISDN capable) <ul style="list-style-type: none"> UNE subloop 2w digital loop(xDSL capable) <ul style="list-style-type: none"> Conditioned Non-Conditioned UNE subloop 2w digital loop(IDSL capable) <ul style="list-style-type: none"> UNE subloop High Bandwidth line sharing <ul style="list-style-type: none"> Conditioned Non-Conditioned 4w digital loop (DS1) <u>UNE Loop – DS3</u> UNE loop – OC level Dark Fiber UNE Port– Specials Enhanced Extended Links <u>(New and Conversion)</u> <ul style="list-style-type: none"> VG –Conversion DS1 –New DS1– Conversion DS3 and above–New DS3– Conversion –OC level– New –OC level– Conversion UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level <p>UNE Platform</p> <ul style="list-style-type: none"> Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop <ul style="list-style-type: none"> Interconnection Trunks </div> <div> SBC/California Retail <ul style="list-style-type: none"> <u>Specials</u> ISDN(BRI) 2w digital loop (xDSL capable) provided to ASI <u>Benchmark: 95% within the Standard Interval</u> <ul style="list-style-type: none"> Conditioned Non-Conditioned ISDN (BRI) High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> Conditioned Non-Conditioned DS1 <u>DS3</u> Retail– OC level service <p><i>Diagnostic</i></p> <ul style="list-style-type: none"> Retail Specials <p>(TBD) <u>VGPL service</u> <u>DS1 service</u></p> <p><u>DS3 service</u></p> <p>HICAP</p> <ul style="list-style-type: none"> DS1 DS3 Retail–OC level service <ul style="list-style-type: none"> Retail–Voice Grade Specials FW/NFW ISDN BRI FW/NFW ISDN PRI FW/NFW ILEC Dedicated Trunks </div> </div>
Measurable Standard:	<div> <div> <u>GTE</u>Verizon <ul style="list-style-type: none"> <u>Resale Specials</u> <u>Line Sharing Non-Conditioned Non- Dispatched</u> </div> <div> Retail Specials <u>Retail Linesharing Non-Conditioned Non- Dispatched</u> </div> </div>

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Customer requested due dates other than the interval offered. (SBC/California only)</u> • <u>Customer requested due dates beyond interval offered. (Verizon only)</u> • <u>Orders delayed for customer reasons.</u> • <u>For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only)</u> • <u>Projects. (SBC/California only)</u> • <u>Record only and ILEC official orders.</u> • <u>Services for which due date is negotiated</u> • <u>Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only)</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Excludes customer requested due dates other than the standard interval, and orders delayed for customer reasons. (Pacific Bell only) Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. (GTE only) Excludes services with flexible due date i.e., Basic Exchange services/POTS (Pacific Bell only) For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops <u>and Dark Fiber</u> will be tracked diagnostically. by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI. (Pacific Bell only); Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. (Pacific Bell only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
<i>Notes:</i>	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for ISDL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • <u>The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)</u>

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 8A

Title: Percent Completed within the Customer Requested Due Date
(SBC/California only)

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	<u>Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by the ILEC.</u>
<u>Method of Calculation:</u>	<u>(Number of orders installed within the requested interval / Total number of orders not subject to exclusions) x100</u>
<u>Report Period:</u>	<u>Monthly</u>
<u>Report Structure:</u>	<u>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates</u>
<u>Reported By:</u>	<u>By service group type</u>
<u>Geographic Level:</u>	<u>Statewide</u>

<u>Measurable Standard:</u>	<p>SBC/California</p> <p><u>Parity for Resale and UNE P</u></p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • <u>UNE Platform</u> <ul style="list-style-type: none"> • <u>Basic port and loop</u> • <u>Special port and basic loop</u> • <u>ISDN BRI port and loop</u> • <u>ISDN PRI port and loop</u> <p><u>Benchmark: 95% on time for UNE measured for the following UNEs:</u></p> <ul style="list-style-type: none"> • <u>2w (8db and 5.5db) analog loop (incl. Coin/analog PBX)</u> <ul style="list-style-type: none"> • <u>UNE subloop</u> • <u>2w digital loop (ISDN capable)</u> <ul style="list-style-type: none"> • <u>UNE subloop</u> • <u>2w digital loop (xDSL capable)</u> <ul style="list-style-type: none"> • <u>Conditioned</u> • <u>Non-conditioned</u> • <u>UNE subloop</u> • <u>2w digital loop (IDSL capable)</u> <ul style="list-style-type: none"> • <u>UNE subloop</u> • <u>High Bandwidth line sharing</u> <ul style="list-style-type: none"> • <u>Conditioned</u> • <u>Non-conditioned</u> • <u>4w digital loop (DS1)</u> • <u>UNE loop - DS3</u> • <u>UNE loop – OC level</u> • <u>UNE Port–Non Specials</u> • <u>UNE Port – Specials</u> • <u>UNE Dedicated Transport</u> <ul style="list-style-type: none"> • <u>DS1</u> • <u>DS3</u> • <u>OC Level</u> • <u>Dark Fiber</u> • <u>Enhanced Extended Links</u> <ul style="list-style-type: none"> • <u>VG - Conversion</u> • <u>DS1 - New</u> • <u>DS1 -Conversion</u> • <u>DS3- New</u> • <u>DS3-Conversion</u> • <u>OC level - New</u> • <u>OC level -Conversion</u> • <u>Interconnection Trunks</u> 	<p>SBC/California <u>Retail</u></p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • <u>POTS</u> • <u>VG Specials</u> • <u>ISDN BRI FW/NFW</u> • <u>ISDN PRI FW/NFW</u>
-----------------------------	---	--

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Customer caused misses, excludes all orders except N, T and C orders, excludes weekends and all holidays</u>
<u>Business Rules:</u>	<p>==</p>
<u>Notes:</u>	<ul style="list-style-type: none"> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)</u> • <u>This measure will not be subject to Incentives payments.</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>SBC/California: Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP).</p> <p><i>* Note: "Committed time" means within one hour of committed order due time</i></p> <p><u>GTEVerizon:</u> Measures the percentage of coordinated orders (<u>CC/CHC</u>) completed by committed time* for all orders where CLEC has requested coordination (including LNP)</p> <p><i>*Note: "Committed time" means within one hour of committed order due time</i></p>
Method of Calculation:	<p>SBC/California ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100</p> <p><u>GTEVerizon</u> (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • Residence and Business conversions and LNP <u>coordinated conversions and all other coordinated conversions</u> (SBC/California) • <u>Coordinated Orders (CC/CHC) including LNP (Verizon only)</u> • <u>DSL Capable Loops</u>
Geographic Level:	Statewide

Measurable Standard:	<p><u>SBC/California:</u></p> <p><u>Benchmark: Parity for SBC/California and GTE:</u></p> <p><u>SBC/California Retail — GTE Retail</u></p> <p>Coor. Conversions (Res.) Coor. Conv. Res Coor. Conv. Res Coor. Conversions (Bus.) Coor. Conv. Bus Coor. Conv. Bus Coor. Conversions (Excluding LNP) Coor. Conv. <u>95% on time</u> Coor. Conv. (LNP Port Out) (LNP Port In/Back) (LNP Port In/Back)</p> <ul style="list-style-type: none"> • <u>Basic UNE loops (1-12 loops) conversions (diagnostic)</u> • <u>All other coordinated conversions (except LNP)(diagnostic)</u> • <u>DSL Capable Loops (diagnostic)</u> <p><u>SBC/California</u></p> <p><u>LNP Conversions - 98% on time</u></p> <p><u>SBC/California</u> <u>Verizon:</u> <u>Benchmark:</u> <u>Standard - 95% on time</u> <u>Coordinated Conversions (CC)</u> <u>Designed and Non-Designed</u></p> <table> <tr> <th><u>Line Size</u></th><th><u>Committed Completion Interval</u></th></tr> <tr> <td>From 1 to 49 lines:</td><td><u>1 work hour</u></td></tr> <tr> <td>50 to 99 lines:</td><td><u>2 work hours</u></td></tr> <tr> <td>100 to 199 lines:</td><td><u>3 work hours</u></td></tr> <tr> <td>200 plus lines:</td><td><u>4 work hours</u></td></tr> </table> <p><u>Coordinated Hot Cut (CHC)</u> <u>Designed and Non-Designed</u></p> <table> <tr> <th><u>Line Size</u></th><th><u>Committed Completion Interval</u></th></tr> <tr> <td>From 1 to 20 lines:</td><td><u>1 work hours</u></td></tr> <tr> <td>21 to 30 lines:</td><td><u>1.5 work hours</u></td></tr> <tr> <td>31 to 40 lines:</td><td><u>2 work hours</u></td></tr> <tr> <td>41 to 50 lines:</td><td><u>2.5 work hours</u></td></tr> <tr> <td>51 to 60 lines:</td><td><u>3 work hours</u></td></tr> <tr> <td>61 to 70 lines:</td><td><u>3.5 work hours</u></td></tr> <tr> <td>71 to 80 lines:</td><td><u>4 work hours</u></td></tr> <tr> <td>81 to 90 lines:</td><td><u>4.5 work hours</u></td></tr> <tr> <td>91 to 100 lines:</td><td><u>5 work hours*</u></td></tr> </table> <p><u>*Add an additional ½ hour for each additional 10 lines or increments thereof.</u></p> <ul style="list-style-type: none"> • <u>-UNE loop xDSL capable (diagnostic)</u> 	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 49 lines:	<u>1 work hour</u>	50 to 99 lines:	<u>2 work hours</u>	100 to 199 lines:	<u>3 work hours</u>	200 plus lines:	<u>4 work hours</u>	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 20 lines:	<u>1 work hours</u>	21 to 30 lines:	<u>1.5 work hours</u>	31 to 40 lines:	<u>2 work hours</u>	41 to 50 lines:	<u>2.5 work hours</u>	51 to 60 lines:	<u>3 work hours</u>	61 to 70 lines:	<u>3.5 work hours</u>	71 to 80 lines:	<u>4 work hours</u>	81 to 90 lines:	<u>4.5 work hours</u>	91 to 100 lines:	<u>5 work hours*</u>
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 49 lines:	<u>1 work hour</u>																														
50 to 99 lines:	<u>2 work hours</u>																														
100 to 199 lines:	<u>3 work hours</u>																														
200 plus lines:	<u>4 work hours</u>																														
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 20 lines:	<u>1 work hours</u>																														
21 to 30 lines:	<u>1.5 work hours</u>																														
31 to 40 lines:	<u>2 work hours</u>																														
41 to 50 lines:	<u>2.5 work hours</u>																														
51 to 60 lines:	<u>3 work hours</u>																														
61 to 70 lines:	<u>3.5 work hours</u>																														
71 to 80 lines:	<u>4 work hours</u>																														
81 to 90 lines:	<u>4.5 work hours</u>																														
91 to 100 lines:	<u>5 work hours*</u>																														
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>CLEC caused misses</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> 																														

<i>Business Rules:</i>	<p>Excludes CLEC caused misses</p> <p>Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).</p> <ul style="list-style-type: none"> <u>DSL Capable Loops will be included in aggregate performance and will be reported as an individual submeasure on a diagnostic basis for both SBC and Verizon. For SBC, the standard will be 95% within committed interval. For purposes of this measure, the committed interval for DSL for SBC/California is the same as PM9A (DSL Capable loops) plus one hour.</u>
<i>Notes:</i>	<ul style="list-style-type: none"> "Cutovers" include initial and subsequent attempts to complete a cutover. (SBC/California only) <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)</u> <p>=</p>

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 9A

Title: Frame Due Time -Conversions -as a Percentage On-Time - SBC/California only

Area	Requirement Description
Description:	<p>Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT.</p> <p><i>* Note: "Committed time" means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm).</i></p>
Method of Calculation:	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP, <u>and DSL capable loops.</u>
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark</p> <ul style="list-style-type: none"> Standard <u>95% w/in 1-hour conversion interval (assessed at the CLEC aggregate level)</u> <u>Standard – 95% w/in conversion interval (assessed at the individual CLEC level)</u> <p><u>Conversion intervals:</u></p> <ul style="list-style-type: none"> <u>1-19 basic loops up - w/in 1 hour</u> <u>1 - 99 telephone numbers on standalone LNP – w/in 1 hour</u> <u>DSL capable loops</u> <ul style="list-style-type: none"> <u>1-2 loops – w/in 40 minutes</u> <u>3-5 loops – w/in 2 hours</u> <u>6 – 19 loops – w/in 5 hours</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>CLEC caused misses</u> <u>FDT conversions where the CLEC has requested an early start on the conversion not associated with a supplemental service order.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>

<i>Business Rules:</i>	<p>Excludes CLEC caused misses</p> <ul style="list-style-type: none"> • Applies to CLEC requested FDT orders only
<i>Notes:</i>	<ul style="list-style-type: none"> • “Cutovers” include initial and subsequent attempts to complete a cutover. <p>—Up to 19 loops, or up to 99 telephone numbers on standalone LNP.</p> <ul style="list-style-type: none"> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses and service requests > 19 basic loops or over 99 TNs (LNP).</u> <p>==</p>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 10

Title: LNP Network Provisioning

Area	Requirement Description
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for SBC/California</p> <ul style="list-style-type: none"> Standard - no more than <u>0.25%</u> failure <p>Benchmark for GTE Verizon</p> <ul style="list-style-type: none"> Standard - no more than 2% failure
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Total failures from the NPAC to all LSMS systems.</u> <u>Broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (SBC/California only)</u> <u>Large porting activities (500 TNs or greater) (SBC/California only)</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	<ul style="list-style-type: none"> Provisioning failure data will be collected as follows: Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) Excludes total failures from the NPAC to all LSMS systems. Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) — (Pacific Bell only) — Excludes large porting activities (500 TNs or greater) (Pacific Bell only)

<p><i>Notes:</i></p>	<ul style="list-style-type: none"> -<u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include total failures from the NPAC to all LSMS systems, broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) and large porting activities (500 TNs or greater).)</u>
----------------------	---

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 11

Title: Percent of Due Dates Missed

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders where installation was not completed by the due date.
<i>Method of Calculation:</i>	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders)] x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Region (PBSBC/California), Statewide (GTE-Verizon)

Measurable Standard:	<table> <tr> <td data-bbox="423 88 893 1787"> SBC/California Parity for Resale is Retail <u>Resale:</u> <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(ISDN capable) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(xDSL capable) <ul style="list-style-type: none"> <u>Conditioned</u> <u>Non-conditioned</u> UNE Subloop 2w digital loop(IDSL capable) <ul style="list-style-type: none"> UNE Subloop High Bandwidth line sharing UNE <ul style="list-style-type: none"> Conditioned Non-Conditioned 4w digital loop(DS1) UNE loop – DS3 UNE loop – OC level service UNE Port–Non-Specials UNE Port– Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <u>VG - New</u> <ul style="list-style-type: none"> VG - Conversion DS1 - New DS1 -Conversion DS3 <u>and above</u> - New DS3 <u>and above</u>-Conversion OC level <u>New</u> <ul style="list-style-type: none"> UNE Platform <ul style="list-style-type: none"> Basic port and loop Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks </td><td data-bbox="893 88 1521 1787"> SBC/California Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> POTS - Business (fielded) ISDN(BRI) 2w digital loop (xDSL capable) provided to ASI <u>Benchmark : 5%</u> ISDN(BRI) High Bandwidth line sharing UNE provided to ASI DS1 UNE loop – DS3 Retail OC level service POTS - Business (non-fielded) Retail Specials (non-fielded) <u>HICAP</u> <ul style="list-style-type: none"> DS1 DS3 Retail OC level service <i>Diagnostic</i> <i>(TBD)</i> <u>VGPL new orders</u> <u>VGPL change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 new service</u> <u>DS3 change orders</u> Business POTS FW/NFW Retail Voice Grade Specials FW/NFW ISDN BRI FW/NFW ISDN PRI FW/NFW ILEC Dedicated Trunks </td></tr> </table>	SBC/California Parity for Resale is Retail <u>Resale:</u> <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(ISDN capable) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(xDSL capable) <ul style="list-style-type: none"> <u>Conditioned</u> <u>Non-conditioned</u> UNE Subloop 2w digital loop(IDSL capable) <ul style="list-style-type: none"> UNE Subloop High Bandwidth line sharing UNE <ul style="list-style-type: none"> Conditioned Non-Conditioned 4w digital loop(DS1) UNE loop – DS3 UNE loop – OC level service UNE Port–Non-Specials UNE Port– Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <u>VG - New</u> <ul style="list-style-type: none"> VG - Conversion DS1 - New DS1 -Conversion DS3 <u>and above</u> - New DS3 <u>and above</u>-Conversion OC level <u>New</u> <ul style="list-style-type: none"> UNE Platform <ul style="list-style-type: none"> Basic port and loop Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks 	SBC/California Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> POTS - Business (fielded) ISDN(BRI) 2w digital loop (xDSL capable) provided to ASI <u>Benchmark : 5%</u> ISDN(BRI) High Bandwidth line sharing UNE provided to ASI DS1 UNE loop – DS3 Retail OC level service POTS - Business (non-fielded) Retail Specials (non-fielded) <u>HICAP</u> <ul style="list-style-type: none"> DS1 DS3 Retail OC level service <i>Diagnostic</i> <i>(TBD)</i> <u>VGPL new orders</u> <u>VGPL change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 new service</u> <u>DS3 change orders</u> Business POTS FW/NFW Retail Voice Grade Specials FW/NFW ISDN BRI FW/NFW ISDN PRI FW/NFW ILEC Dedicated Trunks
SBC/California Parity for Resale is Retail <u>Resale:</u> <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(ISDN capable) <ul style="list-style-type: none"> UNE Subloop 2w digital loop(xDSL capable) <ul style="list-style-type: none"> <u>Conditioned</u> <u>Non-conditioned</u> UNE Subloop 2w digital loop(IDSL capable) <ul style="list-style-type: none"> UNE Subloop High Bandwidth line sharing UNE <ul style="list-style-type: none"> Conditioned Non-Conditioned 4w digital loop(DS1) UNE loop – DS3 UNE loop – OC level service UNE Port–Non-Specials UNE Port– Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <u>VG - New</u> <ul style="list-style-type: none"> VG - Conversion DS1 - New DS1 -Conversion DS3 <u>and above</u> - New DS3 <u>and above</u>-Conversion OC level <u>New</u> <ul style="list-style-type: none"> UNE Platform <ul style="list-style-type: none"> Basic port and loop Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks 	SBC/California Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> POTS - Business (fielded) ISDN(BRI) 2w digital loop (xDSL capable) provided to ASI <u>Benchmark : 5%</u> ISDN(BRI) High Bandwidth line sharing UNE provided to ASI DS1 UNE loop – DS3 Retail OC level service POTS - Business (non-fielded) Retail Specials (non-fielded) <u>HICAP</u> <ul style="list-style-type: none"> DS1 DS3 Retail OC level service <i>Diagnostic</i> <i>(TBD)</i> <u>VGPL new orders</u> <u>VGPL change orders</u> <u>DS1 new orders</u> <u>DS1 change orders</u> <u>DS3 new service</u> <u>DS3 change orders</u> Business POTS FW/NFW Retail Voice Grade Specials FW/NFW ISDN BRI FW/NFW ISDN PRI FW/NFW ILEC Dedicated Trunks 		

**Measurable
Standard:**

GTEVerizon

Retail

- | | |
|--|---|
| <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non_designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable <ul style="list-style-type: none"> • <u>Conditioned</u> • <u>Non-conditioned</u> • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – <u>POTS</u> • <u>UNE Platform - Specials</u> <ul style="list-style-type: none"> – <u>UNE – P Res</u> – <u>UNE – P Bus</u> • <u>UNE – P PRI</u> • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • LNP • EEL <ul style="list-style-type: none"> <u>DS0 - New</u> <u>DS0 – Conversion</u> <u>DS1 – New</u> <u>DS1 Conversion</u> <u>DS3 and above – New</u> <u>DS3 and above – Conversion</u> • Subloop • Dark Fiber | <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>(TBD until SDA is established)Retail ISDN BRI</u> • <u>(TBD until SDA is established)Retail ISDN BRI</u> • CentraNet – Simple<u>Retail POTS Business Non Dispatched and Retail Specials Non Dispatched</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> – <u>Residential POTS</u> – <u>Business POTS</u> – <u>ISDN PRI</u> • ILEC Dedicated Trunks • <u>(TBD until SDA is established)Retail Linesharing - Conditioned</u> • <u>(TBD until SDA is established) Retail Linesharing - Non Conditioned</u> – • <u>Retail POTS - Total Business & Residence, Non-Dispatched</u> • (Diagnostic) • <u>DS0 new orders</u> • <u>DS0 change orders</u> • <u>DS1 new orders</u> • <u>DS1 change orders</u> • <u>DS3 new orders</u> • <u>DS3 change orders</u> • <u>(Diagnostic)</u> • <u>(Diagnostic)</u> |
|--|---|

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Customer caused misses are excluded from the numerator</u> • <u>For UNE loop services, feature only orders are excluded from the retail analog</u> • <u>Record only and ILEC official orders</u> • <u>Orders where acceptance testing is delayed as a result of CLEC action or inaction (SBC/California only)</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops <u>and Dark Fiber</u> -will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Excludes record only and ILEC official orders. • <u>UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only)</u> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the</u> • <u>Verizon affiliate or separate division (following reintegration) offers a</u> • <u>UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses)</u> • <u>Field work and no field work designations will be included in the raw data. (SBC/California only)</u> • <u>For Verizon, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).</u>

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 11A

Title: Loop Acceptance Testing (LAT) Not Completed On Time

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	<u>Measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.</u>
<u>Method of Calculation:</u>	<u>(Count of orders for which the loop acceptance test is not accomplished by the due date / Total number of loop acceptance tests requested.) x 100</u>
<u>Report Period:</u>	<u>Monthly</u>
<u>Report Structure:</u>	<u>CLEC, all CLECs and ILEC Affiliate</u>
<u>Reported By:</u>	<u>DSL Capable Loops</u>
<u>Geographic Level:</u>	<u>Statewide</u>
<u>Measurable Standard:</u>	<u>Benchmark: Standard – no more than 5%(Verizon only)</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Orders where LAT not requested</u> <u>CLEC or customer caused misses</u>
<u>Business Rules:</u>	<ul style="list-style-type: none"> <u>Loop Acceptance Test is where a ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test.</u> <u>Loop Acceptance Test is completed on or before due date.</u> <u>The ILEC Technician will contact the CLEC.</u> <u>The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).</u>
<u>Notes:</u>	<ul style="list-style-type: none"> <u>Measure to be implemented with a 5% standard no later January 2004 report month (Verizon only).</u> <u>SBC/California will track results diagnostically for three months after measure implementation and develop benchmark from historical data.</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure “Percent Missed Due Dates”
<i>Method of Calculation:</i>	(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Region (PBSBC /California), Statewide (GTE Verizon)

Measurable Standard:	<p>SBC/California Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop —(incl. Coin/analog PBX) • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop(IDSL capable) • High Bandwidth line sharing UNE —Conditioned —Non-Conditioned • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 —New • DS3 and above – New • OC level—New • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) • ISDN(BRI) • 2w digital loop(xDSL capable) provided to ASIBenchmark: 5% • ISDN (BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service • (TBD) VGPL new orders DS1 new orders DS3 new orders • Business POTS FW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	--

Measurable Standard:	<u>GTEVerizon</u>
	<div style="text-align: right;">Retail</div> <div> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – <u>POTS</u> • <u>UNE Platform - Specials</u> <ul style="list-style-type: none"> – <u>UNE – P Res</u> – <u>UNE – P Bus</u> – <u>UNE – P PRI</u> • Interconnection Trunks • EEL <ul style="list-style-type: none"> • <u>DS0 - New</u> • <u>DS1 – New</u> • <u>DS3 and above – New</u> • Subloop </div> <div> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD until SDA is established)<u>Retail ISDN BRI</u> • (TBD until SDA is established)<u>Retail ISDN BRI</u> • (TBD until SDA is established)<u>Retail Linesharing - Conditioned</u> • <u>Retail Linesharing - Non -Conditioned</u> <ul style="list-style-type: none"> – (TBD until SDA is established) • CentraNet – Simple<u>Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched</u> <ul style="list-style-type: none"> – HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> – <u>Residential POTS</u> – <u>Business POTS</u> • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (Diagnostic) <ul style="list-style-type: none"> • <u>DS0 new orders</u> • <u>DS1 new orders</u> • <u>DS3 and above new orders</u> • (Diagnostic) </div>

Business Rules:	<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature only orders are excluded from retail analog. • <u>UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only)</u> • <u>Results for UNE Subloop will be tracked diagnostically (Verizon only)</u>
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics. • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> • <u>Field work and no field work designations will be included in the raw data. (SBC/California only)</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
<i>Method of Calculation:</i>	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • By service group type • <u>Average Days Delayed (SBC/California <u>only</u>)</u> • Disaggregated by 1-30 days, 31-90 days and >90 days <u>(Diagnostic only - SBC/California)</u>
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <p><u>Resale:</u></p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop (IDSL capable) • High Bandwidth line sharing UNE —Condition <ul style="list-style-type: none"> • Non-Condition • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • <u>VG - New</u> • DS1 - New • DS3 <u>and above</u>– New • OC level—New • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (fielded) • ISDN(BRI) • 2w digital loop (xDSL capable) provided to ASI <u>Benchmark: average 14 calendar days</u> • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service • (TBD) <u>VGPL new orders</u> <u>DS1 new orders</u> <u>DS3 new orders</u> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	--

Measurable Standard:	GTEVerizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – <u>POTS</u> • <u>UNE Platform – Specials.</u> <ul style="list-style-type: none"> – <u>UNE – P Res</u> – <u>UNE – P Bus</u> • <u>UNE – P PRI</u> • Interconnection Trunks • EEL <ul style="list-style-type: none"> • <u>DS0 - New</u> • <u>DS1 – New</u> • <u>DS3 and above – New</u> • Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed – <u>Dispatched Designed Service (excludes HICAPs)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>(TBD until SDA is established) Retail ISDN BRI</u> • <u>(TBD until SDA is established) Retail ISDN BRI</u> • <u>(TBD until SDA is established) Retail Linesharing- Conditioned</u> • <u>(TBD until SDA is established) Retail Linesharing- Non-Conditioned</u> • <u>ContraNet Simple Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> – <u>HICAP Designed</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> – <u>Residential POTS</u> – <u>Business POTS</u> • <u>ISDN PRI</u> • ILEC Dedicated Trunks • <u>(Diagnostic)</u> <ul style="list-style-type: none"> <u>DS0 new orders</u> <u>DS1 new orders</u> <u>DS3 and above new orders</u> • (Diagnostic)
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>For UNE loop services, feature-only orders are excluded from retail analog.</u> • <u>Record and ILEC official orders</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> 	

Business Rules:	<ul style="list-style-type: none"> • For UNE loop services, feature only orders are excluded from retail analog. • <u>Reported as overall delay order interval to completion (SBC/California only).</u> • <u>For diagnostic purposes only, additional disaggregation of results will be grouped as delays occurring for 1-30 days, 31-90 days and > 90 days. (SBC/California only)</u> • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops</u> • <u>For Verizon, results for UNE Subloops will be tracked diagnostically</u>
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • SBC/California <u>will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.</u> • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) <i>Note: For all orders pending and past the committed due date.</i>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide

Measurable Standard:	SBC/California Parity for Resale is Retail
	<p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE —Conditioned <ul style="list-style-type: none"> • Non-Conditioned • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG - Conversion • DS1 - New • DS1 Conversion • DS3 and above- New • DS3 Conversion • —OC level—New • —OC level—Conversion • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks
	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • 2w digital loop(xDSL capable) provided to ASIBenchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • POTS - Business (non-fielded) • Retail Specials • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service • Diagnostic • (TBD) • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks

Measurable Standard:	<div> <div>GTEVerizon</div> <div>Retail</div> </div>		
	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable —UNE loop IDSL capable — • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – POTS • <u>UNE Platform - Specials</u> <ul style="list-style-type: none"> —UNE – P Res —UNE – P Bus • <u>UNE – P PRI</u> • Interconnection Trunks • Line Sharing - Conditioned —Line Sharing - Non-Conditioned — • LNP • EEL <u>(New and Conversions)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Subloop • Dark Fiber </td><td> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • CentraNet Simple<u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> —Residential POTS —Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD-until SDA is established)<u>Retail Linesharing - Conditioned</u> • (TBD-until SDA is established)<u>Retail Linesharing - Non - Conditioned</u> — • Retail POTS - Total Business & Residence, Non-Disp • (Diagnostic) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (Diagnostic) • (Diagnostic) </td></tr> </table>	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable —UNE loop IDSL capable — • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – POTS • <u>UNE Platform - Specials</u> <ul style="list-style-type: none"> —UNE – P Res —UNE – P Bus • <u>UNE – P PRI</u> • Interconnection Trunks • Line Sharing - Conditioned —Line Sharing - Non-Conditioned — • LNP • EEL <u>(New and Conversions)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • CentraNet Simple<u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> —Residential POTS —Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD-until SDA is established)<u>Retail Linesharing - Conditioned</u> • (TBD-until SDA is established)<u>Retail Linesharing - Non - Conditioned</u> — • Retail POTS - Total Business & Residence, Non-Disp • (Diagnostic) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (Diagnostic) • (Diagnostic)
<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE loop xDSL capable —UNE loop IDSL capable — • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform – POTS • <u>UNE Platform - Specials</u> <ul style="list-style-type: none"> —UNE – P Res —UNE – P Bus • <u>UNE – P PRI</u> • Interconnection Trunks • Line Sharing - Conditioned —Line Sharing - Non-Conditioned — • LNP • EEL <u>(New and Conversions)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • (TBD-until SDA is established)<u>Retail ISDN BRI</u> • CentraNet Simple<u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • <u>Retail Specials</u> —Residential POTS —Business POTS • <u>ISDN PRI</u> • ILEC Dedicated Trunks • (TBD-until SDA is established)<u>Retail Linesharing - Conditioned</u> • (TBD-until SDA is established)<u>Retail Linesharing - Non - Conditioned</u> — • Retail POTS - Total Business & Residence, Non-Disp • (Diagnostic) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (Diagnostic) • (Diagnostic) 		
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Customer caused misses.</u> • <u>For UNE loop services, feature-only orders are excluded from retail analog.</u> • <u>Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (SBC/California only)</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> 		

Business Rules:	<p>Excludes customer caused misses.</p> <p>For UNE loop services, feature only orders are excluded from retail analog.</p> <ul style="list-style-type: none"> The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) <p>Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)</p> <ul style="list-style-type: none"> <u>Results for Dark Fiber and UNE Subloops will be tracked diagnostically.</u> <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u>
Notes:	<ul style="list-style-type: none"> ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/ California, excluded data include CLEC/customer caused misses)</u> <p>Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</p> <p>Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only)</p> <p>For GTE results for UNE subloop will be tracked diagnostically.</p> <p>For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.</p>

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 15

Title: Provisioning Trouble Reports (~~Prior to Service Order Completion~~)

Area	Requirement Description
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	<p>Parity: (Number of <u>provisioning</u> trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) <u>x100</u></p> <p>Benchmark: {(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)} x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> By Resale, High Bandwidth line sharing UNE, UNE Loop, UNE P (SBC/California only) and LNP Service Group Type By Affecting Service and Out of Service
Geographic Level:	Statewide

Measurable Standard:	SBC/California: Parity: <div> <div>Resale</div> <div>Retail services</div> </div> UNE Loop <u>(incl. DS1, DS3 and OC level)</u> Retail services (outside plant disposition codes and central office wiring disposition codes) High Bandwidth Line sharing UNE High Bandwidth line sharing UNE provided to ASI UNE P ————— Retail Residential and Business Basic POTS (FW/NFW) Benchmark: LNP - Port Out <ul style="list-style-type: none"> Standard - 1% or less <u>XDSL UNE Loop</u> <ul style="list-style-type: none"> <u>Standard – TBD</u> 	
	<u>GTE/Verizon:</u> <u>Benchmark:</u> <ul style="list-style-type: none"> Resale POTS (Residence) <u>2.0%</u> Resale POTS (Business) <u>3.0%</u> Resale Specials <u>8.0%</u> UNE Loop Non-designed <u>3.0%</u> UNE Loop Designed <u>5.0%</u> UNE Loop xDSL Capable <u>3.0%</u> UNE Loop IDSL Capable <u>5.0%</u> LNP <u>5.0%</u> <u>Linesharing</u> <u>3.0%</u> <u>UNE P (POTS)</u> <u>3.0%</u> <u>UNE P (Specials)</u> <u>10.0%</u> 	—Residence POTS —Business POTS —Retail Specials —B1 Dispatched Non Designed —Dispatched Designed Service (excludes HICAPs) —(TBD until SDA is established) —(TBD until SDA is established) —(TBD will propose benchmark standard after 4 months of data collection).

Exclusions:

- Troubles associated with inside wire
- For UNE loops, feature only orders are excluded from retail analog
- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports for which ILEC has no records)
- ILEC employee generated reports
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:

~~Excludes CPE and IEC/CLEC caused troubles~~

- ~~• Excludes Subsequent reports~~
- ~~• Excludes Message Reports (circuit reports for which ILEC has no records)~~
- ~~• Excludes ILEC employee generated reports~~
- ~~•~~⁶
- For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:

SBC/California

- RESALE
- Resale POTS – 3 days
- Resale Specials
 - ISDN BRI (no repeater) –6 days,
 - ISDN BRI (repeater) – 11 days
 - Centrex – 4 days
 - PBX – 13 days
 - DDS – 11 days
 - DS1, DS3 – 8 days
 - VGPL/DS0 – 11 days
- UNE LOOP
 - Basic loop – 3 days
 - ISDN capable (no repeater – 6 days,
 - ISDN (repeater) – 11 days
 - DS1, DS3 – 8 days
- XDSL LOOP
 - Non-conditioned – 6 days, Conditioned – 11 days
- LINESHARING
 - Non-conditioned – 4 days, Conditioned – 11 days
- UNE Platform – 3 days
- LNP - 4 days

Verizon

- Resale POTS (Residence) – 3 days
- Resale POTS (Business) – 3 days
- Resale Specials – 11 days
- UNE Loop – Non-Designed – 3 days
- UNE Loop –Designed – 8 days
- UNE Loop - XDSL Capable
 - Non-conditioned – 3 days
 - Conditioned – 11 days
- UNE Loop - IDSL Capable – 8 days
- LNP - 3 days
- Linesharing
 - Non-conditioned – 3 days
 - Conditioned – 11 days
- UNE Platform – 3 days
 - POTS – 3 days
 - Specials – 11 days
- The tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
- If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
- If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.

<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs SBC/California will provide disaggregation by Maintenance Disposition codes <u>for POTS services and Trouble and Analysis Codes for Special services as</u> diagnostic data upon raw data request. • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, and cancelled trouble tickets.)</u>
---------------	--

⁶ The language "excludes new service installations" first contained in the JPSA filed July 18, 2000 has been removed pending resolution by the Commission of the open issue identified by some DSL CLECs.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 15A

Title: Average Time to Restore Provisioning Troubles ~~(Prior to Service Order Completion)~~

Area	Requirement Description										
Description:	Measures the average duration of the <u>provisioning</u> troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.										
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)										
Report Period:	Monthly										
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates										
Reported By:	<ul style="list-style-type: none"> By Resale, High Bandwidth Linesharing UNE (SBC/California only), UNE Loop, UNE P (SBC/California only) and LNP <u>Service Group Type</u> By Affecting Service and Out of Service 										
Geographic Level:	Statewide										
Measurable Standard:	<p>SBC/California:</p> <p>Parity:</p> <table border="0"> <tr> <td>Resale</td><td>Retail services</td></tr> <tr> <td>UNE Loop <u>(incl.DS1, DS3 and OC level)</u></td><td>Retail services (outside plant disposition codes and Central Office wiring disposition codes)</td></tr> <tr> <td>High Bandwidth</td><td>High Bandwidth line sharing UNE provided to ASI</td></tr> <tr> <td>Line sharing UNE</td><td>(SBC/California)</td></tr> <tr> <td><u>xDSL Capable Loop</u></td><td><u>High Bandwidth line sharing UNE provided to ASI</u></td></tr> </table> <p>UNE P _____ Retail Residential and Business Basic POTS (FW/NFW) (SBC/California)</p> <p>Benchmark:</p> <p>LNP - Port Out</p> <ul style="list-style-type: none"> Standard - average of <u>4</u> hours 	Resale	Retail services	UNE Loop <u>(incl.DS1, DS3 and OC level)</u>	Retail services (outside plant disposition codes and Central Office wiring disposition codes)	High Bandwidth	High Bandwidth line sharing UNE provided to ASI	Line sharing UNE	(SBC/California)	<u>xDSL Capable Loop</u>	<u>High Bandwidth line sharing UNE provided to ASI</u>
Resale	Retail services										
UNE Loop <u>(incl.DS1, DS3 and OC level)</u>	Retail services (outside plant disposition codes and Central Office wiring disposition codes)										
High Bandwidth	High Bandwidth line sharing UNE provided to ASI										
Line sharing UNE	(SBC/California)										
<u>xDSL Capable Loop</u>	<u>High Bandwidth line sharing UNE provided to ASI</u>										

Measurable Standard:	<table border="1"> <thead> <tr> <th data-bbox="433 100 971 132"> <u>GTE</u>Verizon: </th><th data-bbox="971 100 1503 132"> Retail </th></tr> </thead> <tbody> <tr> <td data-bbox="433 132 971 1077"> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesignated • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>UNE loop xDSL capable</u> • UNE loop IDSL capable • LNP • <u>Linesharing</u> • <u>UNE – P (POTS)</u> • <u>UNE – P (Special)</u> </td><td data-bbox="971 132 1503 1077"> <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD)<u>Retail POTS – Total Bus and Res. Non-dispatched</u> • <u>Retail Linesharing</u> • <u>Retail POTS</u> • <u>Retail Specials</u> </td></tr> </tbody> </table>	<u>GTE</u>Verizon:	Retail	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesignated • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>UNE loop xDSL capable</u> • UNE loop IDSL capable • LNP • <u>Linesharing</u> • <u>UNE – P (POTS)</u> • <u>UNE – P (Special)</u> 	<ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD)<u>Retail POTS – Total Bus and Res. Non-dispatched</u> • <u>Retail Linesharing</u> • <u>Retail POTS</u> • <u>Retail Specials</u>
<u>GTE</u>Verizon:	Retail				
<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesignated • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • <u>UNE loop xDSL capable</u> • UNE loop IDSL capable • LNP • <u>Linesharing</u> • <u>UNE – P (POTS)</u> • <u>UNE – P (Special)</u> 	<ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD until SDA is implemented)<u>Retail ISDN BRI</u> • (TBD)<u>Retail POTS – Total Bus and Res. Non-dispatched</u> • <u>Retail Linesharing</u> • <u>Retail POTS</u> • <u>Retail Specials</u> 				
<u>Business Rules:</u><u>Exclusions:</u>	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • <u>Troubles associated with inside wire.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> 				

<u>Business Rules:</u>	<ul style="list-style-type: none"> • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> • <u>For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure).</u> • <u>The tracking interval of a service order will be the number of days, as defined in PM 15, up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended.</u> • <u>If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.</u> • <u>If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.</u>
<u>Notes:</u>	<ul style="list-style-type: none"> • <u>ILECs SBC/California will provide disaggregation by Maintenance Disposition codes <u>for POTS services and Trouble and Analysis Codes for Special services</u> as diagnostic data upon raw data request.</u> • <u>Verizon will provide disaggregation by Maintenance Disposition codes for all measured services as diagnostic data upon raw data request.</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets, CLEC/customer caused delays and troubles associated with inside wire.)</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for Special Services Orders

Area	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion
Method of Calculation:	<p>Pacific Bell: (Total Number of <u>relevant service orders with</u> Customer Trouble reports received within <u>the 30 calendar days tracking interval* of special service order completion</u> / Total Number of <u>relevant service orders</u> **(new, move and change) <u>completed special services orders</u>) x 100</p> <p><u>* The period of 30 calendar days following the completion of a special service order will be called the 30 day tracking interval</u></p> <p><u>**The N, T and C special service orders whose 30 day tracking interval end during the reporting period will be called the relevant service orders for the period.</u></p> <p>GTE: (Total Number of Special Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change completed Special Service orders) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Region (PBSBC/California), Statewide (GTEVerizon)

Measurable Standard:	<p>SBC/California Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Sub -Loop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop –OC level • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <u>(New and Conversion)</u> <ul style="list-style-type: none"> • VG Conversion • DS1 New • DS1 Conversion • DS3 New DS3 Conversion OC level New OC level Conversion • UNE Platform <ul style="list-style-type: none"> Special port and basic loop <ul style="list-style-type: none"> • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail:</p> <ul style="list-style-type: none"> • Specials • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) 2w digital loop(xDSL capable) provided to ASI (outside plant disposition codes and central office wiring disposition codes) Benchmark: 8% • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • Retail OC level service (outside plant disposition codes and central office wiring disposition codes) • Retail Special (non-dispatched) • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level Diagnostic (TBD) <u>VGPL service</u> <u>DS1 service</u> <u>DS3 service</u> • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • LEC Dedicated Trunks <u>Benchmark: 3%</u>
-----------------------------	--

Measurable Standard:	<u>GTE</u>Verizon: <ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • UNE Platform PRI • <u>UNE Platform - Specials</u> • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • Interconnection Trunks • EEL <u>(New and Conversions)</u> <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> 	Retail <ul style="list-style-type: none"> • Retail Specials • Dispatch Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1 and above</u> • (TBD until SDA is established)<u>Retail ISDN BRI</u> • (TBD until SDA is established)<u>Retail ISDN BRI</u> • HICAP Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • ISDN PRI • <u>Retail Specials</u> • (TBD until SDA is established)<u>Retail Linesharing - Conditioned</u> • (TBD until SDA is established)<u>Retail Linesharing - Non-Conditioned</u> • ILEC Dedicated Trunks • (Diagnostic) • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 and above service</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>CPE and IEC/CLEC caused troubles</u> • <u>Troubles associated with inside wire</u> • <u>Subsequent reports.</u> • <u>Message Reports (circuit reports for which ILEC has no records)</u> • <u>ILEC employee generated reports</u> • <u>Cancelled tickets</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Trouble Reports Received on the Due Date for orders other than new installations.</u> 	

Business Rules:	<p>Excludes CPE and IEC/CLEC caused troubles</p> <ul style="list-style-type: none"> Excludes troubles associated with inside wire Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports <p>If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell)</p> <ul style="list-style-type: none"> The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) <p>Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)</p> <ul style="list-style-type: none"> <u>Results for Dark Fiber and UNE Subloops will be tracked diagnostically.</u> <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> <u>Trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.</u>
Notes:	<ul style="list-style-type: none"> ILECs SBC/California will provide disaggregation by <u>Maintenance Disposition</u> Trouble and Analysis codes and Verizon will provide disaggregation by <u>Maintenance Disposition code</u> as diagnostic data upon raw data request. <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> <u>Field work and no field work designations will be included in the raw data. (SBC/California only)</u> <p>Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI</p> <p>(Pacific Bell only)</p> <ul style="list-style-type: none"> <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</u>

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for Non-Special Orders - ~~GTE~~Verizon only
 Percentage ~~Trouble in~~Trouble in 10 Days for Non-Special Orders - SBC/California only

Area	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 7 (GTE <u>Verizon</u>) or 10 (SBC/California) calendar days of service order completion.
Method of Calculation:	<p>GTE: (Total Number of non-special Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change completed Non-Special Service orders) x 100</p> <p>Pacific Bell: (Total Number of Customer Trouble reports received within 10 calendar days of non-special service order completion / Total Number of new, move and change completed non-special orders) x 100 <u>(Total Number of relevant service orders with Customer Trouble reports within the 10 day tracking interval* / Total Number of relevant service orders *(new, move and change) x 100</u></p> <p><u>* The period of 7/10 calendar days following the completion of a non-special service order will be called the 7/10 day tracking interval</u></p> <p><u>**The N, T and C non-special service orders whose 7/10 day tracking interval end during the reporting period will be called the relevant service orders for the period.</u></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including LNP) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide

Measurable Standard:	SBC/California Parity for Resale is Retail (non-special services only) <u>Resale:</u> <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> UNE Sub-Loop (and for SBC/California only) <ul style="list-style-type: none"> FDT orders TBCC orders UNE Port – Basic analog/Coin<u>Non-specials</u> —UNE Platform -Basic port and basic loop <u>(Res.)</u> <ul style="list-style-type: none"> <u>UNE Platform -Basic port and basic loop (Bus.)</u> <ul style="list-style-type: none"> LNP (Port Out) 	Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <ul style="list-style-type: none"> Business POTS (outside plant disposition codes and central office wiring disposition codes) Business POTS (non-disp) <u>Business Retail POTS – Res. (disp/non-disp)</u> <u>Retail POTS – Bus. (disp/non-disp)</u> Benchmark of no more than 1% troubles.
	<u>GTE/Verizon</u> <ul style="list-style-type: none"> Resale POTS- Residence Resale POTS-Business UNE loop Nondesignated UNE Port <u>UNE Platform – POTS</u> —UNE Platform <ul style="list-style-type: none"> UNE – P Res <ul style="list-style-type: none"> UNE – P Bus LNP Subloop 	Retail <ul style="list-style-type: none"> Retail POTS - Residence Retail POTS - Business B1 Dispatched Non Designed — CentraNet – Simple <ul style="list-style-type: none"> <u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> <u>Retail POTS</u> — Residential POTS <ul style="list-style-type: none"> Business POTS Retail POTS- Total Business & Residence, Non-Dispatched (Diagnostic)
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>CPE and IEC/CLEC caused troubles</u> <u>Tickets cancelled by customer/CLEC or where ticket has been benn opened on the wrong TN or circuit ID.</u> <u>Subsequent reports</u> <u>ILEC employee generated reports and message reports</u> <u>Troubles associated with inside wiring.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> 	

Business Rules:	<p>Excludes CPE and IEC/CLEC caused troubles</p> <ul style="list-style-type: none"> Excludes Trouble Reports Received on the Due Date Excludes Subsequent reports Excludes ILEC employee generated reports Excludes troubles associated with inside wiring. If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell only) <u>Measure includes troubles reports received on the due date for new installations (SBC/California).</u> The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only) <u>Results for UNE Subloops will be tracked diagnostically.</u> <u>FDT and TBCC (for UNE loops) will be tracked diagnostically (SBC/California only)</u>
Notes:	<ul style="list-style-type: none"> ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)</u> <u>Field work and no field work designations will be included in the raw data. (SBC/California only)</u> <p>Results for UNE Subloops will be tracked diagnostically, by UNE loop type.</p> <p>Pacific Bell will track FDT and TBCC diagnostically until the next review cycle.</p>

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 18

Title: Completion Notice Interval

Area	Requirement Description
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	<p>Fully Electronic: (Number of Completion Notices Returned within “X” Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100</p> <p>All Other Interfaces: (Number of Completion Notices Returned within “X” Interval) / (Number of Orders <u>Completed where the Completion Notice is</u> Returned Using All Other Processes) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Fully electronic(LEX, EDI) • Standard -95% within 1hour</p> <p>Fully electronic Fallout: —Standard is 95% within 24 hours with a fallout maximum of 5% for each system reported. If LASR shows a reduction in fallout level (an average to nearest 0.5%) for three reported months, then Pacific Bell will lower fallout level to match.</p> <p>All other interfaces (<u>including fallout from Fully electronic process</u>): • Standard– 9<u>5</u>0% within 24 hours</p> <p>GTEVerizon: Fully Electronic (EDI) • Standard - 95% within 1 hour</p> <p>Electronic Batch • Standard – 95% within 12 hours</p> <p>All other interfaces • Standard – 90% within 24 hours</p>

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Weekends and ILEC published holidays for manually handled —completion notices.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • 24 hour clock is used to measure interval for all other interfaces. • Excludes weekends and ILEC published holidays • System hours will be used for fully electronic sub-measures • GTE Verizon will report on the industry standard of SAR Version 4 only<u>Completion Notice.</u> • For GTE Verizon, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For GTE Verizon, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For GTE Verizon, all other interfaces represent manual processes. • For GTE Verizon, Electronic Batch will use the same calculation method as Fully Electronic
<i>Notes:</i>	<ul style="list-style-type: none"> • Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders). • <u>If any party identifies that the fully electronic fallout level for LEX/EDI/LASR exceeds 2.5% (at the CLEC aggregate level) for three consecutive months, SBC/California will take immediate steps to reduce the fallout level to below 2%. Thereafter, if problem still exists in any of the following three months (i.e., the 4th, 5th or 6th month), SBC/California will reinstate diagnostic tracking of Fallout Level (maximum level of fallout no greater than 2%) within 60 days.</u>

OSS OII Performance Measurements

Report Requirements

Ordering

Measure 18A

Title: Percent Mechanized Line Loss Notifications

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	<u>Percent Mechanized line loss notifications returned within X business days of the completion of work</u>
<u>Method of Calculation:</u>	<u>(Number of mechanized line loss notifications returned to the CLEC within X business day(s) of work completion/Total line loss notifications) x 100</u>
<u>Report Period:</u>	<u>Monthly</u>
<u>Report Structure:</u>	<u>Individual CLEC, CLECs in the aggregate, and ILEC Affiliates (as appropriate)</u>
<u>Report By:</u>	<u>On a combined basis, all products for which line loss notifications are sent</u>
<u>Geographic Level:</u>	<u>Statewide</u>
<u>Measurable Standard:</u>	<u>SBC/California:</u> <u>Benchmark:</u> <u>Standard - 95% within one business day</u> <u>Verizon:</u> <u>Benchmark:</u> <u>Standard – 95% with four business days</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>CLEC-caused misses and delays.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<u>Business Rules:</u>	<ul style="list-style-type: none"> <u>Days are calculated by subtracting the date the line loss notification was made available via EDI interface (Verizon) or EDI and LEX interfaces (SBC/California) to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days.</u> <u>Where CLEC access ILEC's systems using a Service Bureau Provider, the measurement of ILEC's performance shall not include Service Bureau Provider processing, availability or response time.</u> <u>For this measure, business days include Saturday. (Verizon only)</u> <u>Verizon will implement this measure in the first full report month ninety days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order.</u>
<u>Notes:</u>	<ul style="list-style-type: none"> <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded CLEC-misses and delays.</u>

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 19

Title: Customer Trouble Report Rate

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/circuits/UNEs.
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including LNP) & NXX Code Opening Troubles
Geographic Level:	Statewide

Measurable Standard:	<div> <div> SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> </div> <div> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5db) analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) High Bandwidth line sharing UNE 4w digital loop (DS1) UNE loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 <u>and above</u> –OC level UNE Platform <ul style="list-style-type: none"> Basic port and loop <u>(Res.)</u> <u>Basic port and loop (Bus.)</u> Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out <u>NXX codes</u> </div> </div> <div> <div> Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes) <u>Benchmark: 2%</u> High Bandwidth line sharing UNE provided to ASI DS1(outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) Retail OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Retail Specials (dispatch in) HICAP <ul style="list-style-type: none"> DS1 DS3 Retail OC level service </div> <div> Diagnostic (TBD) <u>Benchmark:2%</u> <u>Benchmark: 5%</u> <u>Benchmark: 5%</u> </div> </div> <div> <ul style="list-style-type: none"> Retail Business-Residential POTS (non-disp, disp) <u>Retail Business POTS (non disp.,disp)</u> Retail <u>Voice Grade Specials (non-disp, disp)</u> ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: .35% <u>Benchmark: 0.1%</u> </div>
-----------------------------	--

Measurable Standard:	<u>GTE</u>Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0 and</u> • <u>DS1 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform <u>- POTS</u> • <u>UNE Platform - Specials</u> • UNE - P-Res • UNE - P-Bus • UNE - P-PRI • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non - Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Dark Fiber • UNE Subloop • <u>NXX codes</u> 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1-Dispatched Non-Designed <u>Retail POTS Res and Bus Dispatched</u> Dispatched-Designed Service (excludes HICAPs) • <u>DS0</u> • <u>DS1 and above</u> • (TBD-until SDA is established) <u>Retail ISDN BRI</u> • (TBD-until SDA is established) <u>Retail ISDN BRI</u> • <u>Retail POTS Business Non-Dispatched and Retail Specials</u> CentraNet • <u>HICAP Designed</u> <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • <u>Residential-Retail</u> POTS • Business POTS <u>Retail Specials</u> • <u>ISDN-PRI</u> • ILEC Dedicated Trunks • (TBD-until SDA is established) <u>Retail Linesharing - Conditioned</u> • (TBD-until SDA is established) <u>Retail Linesharing - Non- Conditioned</u> — • No more than .35% of total trouble reports received for LNP • (Diagnostic) <ul style="list-style-type: none"> • <u>DS0 service</u> • <u>DS1 service</u> • <u>DS3 service</u> • (Diagnostic) • (Diagnostic) • <u>Benchmark: 0.1%</u>

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>CPE and IEC/CLEC caused troubles</u> • <u>Subsequent reports</u> • <u>Message Reports (circuit reports for which ILEC has no records)</u> • <u>ILEC employee generated reports</u> • <u>Troubles reported as provisioning trouble reports (Verizon only).</u> • <u>Troubles with inside wiring.</u> • <u>Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<p>Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records)</p> <ul style="list-style-type: none"> • Access line/circuit count taken from previous month <p>Excludes ILEC employee generated reports —For GTE—excludes provisioning trouble reports.</p> <ul style="list-style-type: none"> • <u>Results for UNE Subloops (by loop type) and Dark Fiber are tracked diagnostically.</u> <p>—</p> <ul style="list-style-type: none"> • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> • Include Test okay (TOK) and Found Okay (FOK) reports.
<i>Notes:</i>	<ul style="list-style-type: none"> • <u>ILECs-Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.</u> <p><u>SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services codes as diagnostic data upon raw data request.</u></p> <ul style="list-style-type: none"> • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> <p>—Results for UNE Subloops will be tracked diagnostically, by UNE loop type. (GTE only) —Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</p> <ul style="list-style-type: none"> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)</u>

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<table> <tr> <td data-bbox="431 100 878 1906"> <p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop</p> <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop –DS3 • UNE loop – OC level • UNE Port – Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 <u>and above</u> –OC level • UNE Platform <ul style="list-style-type: none"> • Basic port and loop <u>(Res.)</u> • <u>Basic port and loop (Bus.)</u> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out </td><td data-bbox="878 100 1503 1906"> <p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • –High Bandwidth line sharing UNE 2w digital loop (xDSL)–provided to ASI (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS1 (outside plant disposition codes and central office wiring disposition codes) • Retail OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Specials(dispatch in) • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service <p>Diagnostic (TBD) <u>Benchmark: 30%</u> <u>Benchmark: 30%</u> <u>Benchmark: 30%</u></p> <ul style="list-style-type: none"> • <u>Retail Business-Residential</u> POTS (-non-disp,disp.) • <u>Retail/Business POTS (non disp., disp.)</u> • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp,disp) • ILEC Dedicated Trunks • Benchmark: No more than 1 missed commit per month per CLEC </td></tr> </table>	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop</p> <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop –DS3 • UNE loop – OC level • UNE Port – Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 <u>and above</u> –OC level • UNE Platform <ul style="list-style-type: none"> • Basic port and loop <u>(Res.)</u> • <u>Basic port and loop (Bus.)</u> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out 	<p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • –High Bandwidth line sharing UNE 2w digital loop (xDSL)–provided to ASI (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS1 (outside plant disposition codes and central office wiring disposition codes) • Retail OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Specials(dispatch in) • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service <p>Diagnostic (TBD) <u>Benchmark: 30%</u> <u>Benchmark: 30%</u> <u>Benchmark: 30%</u></p> <ul style="list-style-type: none"> • <u>Retail Business-Residential</u> POTS (-non-disp,disp.) • <u>Retail/Business POTS (non disp., disp.)</u> • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp,disp) • ILEC Dedicated Trunks • Benchmark: No more than 1 missed commit per month per CLEC
<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop</p> <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop –DS3 • UNE loop – OC level • UNE Port – Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 <u>and above</u> –OC level • UNE Platform <ul style="list-style-type: none"> • Basic port and loop <u>(Res.)</u> • <u>Basic port and loop (Bus.)</u> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out 	<p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • –High Bandwidth line sharing UNE 2w digital loop (xDSL)–provided to ASI (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS1 (outside plant disposition codes and central office wiring disposition codes) • Retail OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Specials(dispatch in) • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service <p>Diagnostic (TBD) <u>Benchmark: 30%</u> <u>Benchmark: 30%</u> <u>Benchmark: 30%</u></p> <ul style="list-style-type: none"> • <u>Retail Business-Residential</u> POTS (-non-disp,disp.) • <u>Retail/Business POTS (non disp., disp.)</u> • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp,disp) • ILEC Dedicated Trunks • Benchmark: No more than 1 missed commit per month per CLEC 		

<i>Measurable Standard:</i>	<u>GTEVerizon:</u>
	<div data-bbox="1130 132 1198 159">Retail</div> <ul style="list-style-type: none"> Resale POTS- Residence Resale POTS-Business Resale Specials UNE loop Nondesigned UNE loop Designed <ul style="list-style-type: none"> <u>DS0</u> <u>DS1 and above</u> UNE loop xDSL capable UNE loop IDSL capable UNE Port UNE Transport <ul style="list-style-type: none"> <u>DS1 and below</u> <u>DS3 and above</u> UNE Platform - <u>POTS</u> UNE <u>Platform - Specials</u> <ul style="list-style-type: none"> <u>Res</u> <u>UNE - P Bus</u> <u>UNE - P PRI</u> Interconnection Trunks Line Sharing - Conditioned Line Sharing - Non <u>Conditioned</u> LNP EEL <ul style="list-style-type: none"> <u>DS0</u> <u>DS1</u> <u>DS3 and above</u> Dark Fiber UNE Subloop

<p><u>Business Rules Exclusions:</u></p>	<ul style="list-style-type: none"> Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports which ILEC has no records on) Excludes ILEC employee generated reports Excludes customer caused misses Results include Test okay (TOK) and Found Okay (FOK) reports. For GTE excludes <u>Troubles reported as provisioning trouble reports (Verizon only).</u> <u>Troubles associated with inside wire.</u> <u>Tickets cancelled by customer/CLEC or where ticket has been benn opened on the wrong TN or circuit ID.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<p><u>Business Rules</u></p>	<ul style="list-style-type: none"> <u>Results for UNE Subloops and Dark Fiber will be tracked diagnostically</u> <u>Results include Test okay (TOK) and Found okay (FOK)</u> <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops</u> <u>Includes a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.</u>
<p><u>Notes:</u></p>	<ul style="list-style-type: none"> ILECs SBC/California will provide disaggregation by Maintenance Disposition codes <u>for POTS services and Trouble and Analysis codes for Special services</u> as diagnostic data upon raw data request. <u>Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.</u> <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) Results for UNE Subloops will be tracked diagnostically (GTE only) <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)</u>Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 21

Title: Average Time to Restore

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
<i>Method of Calculation:</i>	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Loop – DS3 • UNE loop – OC level • UNE Port – Non-Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 <u>and above</u> • OC level • UNE Platform <ul style="list-style-type: none"> • Basic port and loop <u>(Res.)</u> • <u>Basic port and loop (Bus.)</u> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out 	<p>Retail</p> <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> • <u>Specials</u> <ul style="list-style-type: none"> • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • Retail OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Specials (dispatch in) • HICAP <ul style="list-style-type: none"> • DS1 • DS3 • Retail OC level service • Diagnostic (TBD) <p><u>Benchmark: av. 8 hours</u> <u>Benchmark: av. 4 hours</u> <u>Benchmark: av. 4 hours</u></p> <ul style="list-style-type: none"> • <u>Retail Business-Residential POTS (non-disp, disp)</u> • <u>Retail Business POTS (non disp., disp.)</u> • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • ILEC Dedicated Trunks • Benchmark: avg. 4 hours
-----------------------------	---	--

Measurable Standard:	GTEVerizon:	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non_designed • UNE loop Designed <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1 and above</u> • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • UNE Platform - <u>POTS</u> • UNE Platform - Specials-Res <ul style="list-style-type: none"> UNE - P Bus UNE - P PRI • Interconnection Trunks • Line Sharing --Conditioned • Line Sharing - Non - Conditioned • LNP • EEL <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • Dark Fiber • UNE Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non-Designed <u>Retail POTS Res and Bus Dispatched</u> — <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1 and above</u> Dispatched-Designed Service (excludes HICAPs) • (TBD-until SDA is established) <u>Retail ISDN BRI</u> • (TBD-until SDA is established) <u>Retail ISDN BRI</u> • CentraNet <u>Simple Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> HICAP-Designed <ul style="list-style-type: none"> • <u>DS1 and below</u> • <u>DS3 and above</u> • <u>Retail POTS</u> • Residential POTS <u>Retail Specials</u> Business POTS ISDN PRI • ILEC Dedicated Trunks • (TBD-until SDA is established) <u>Retail Linesharing Conditioned</u> (TBD-until SDA is established) <u>Retail Linesharing Non- Conditioned</u> • Retail POTS – Total Business & Residence, Non-Dispatched — (Diagnostic) <ul style="list-style-type: none"> • <u>DS0</u> • <u>DS1</u> • <u>DS3 and above</u> • (Diagnostic) • (Diagnostic)

<p><u>Business Rules Exclusions:</u></p>	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • For GTE <u>Troubles reported as provisioning trouble reports (Verizon only).</u> • excludes provisioning trouble reports. • <u>Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.</u> • <u>Trouble tickets associated with inside wire.</u> • Results include Test okay (TOK) and Found Okay (FOK) reports. • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<p><u>Business Rules:</u></p>	<ul style="list-style-type: none"> • <u>Results include Test okay (TOK) and Found Okay (FOK) reports.</u> • <u>Results for UNE Subloops and Dark Fiber will tracked diagnostically.</u> • <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops</u> • <u>Includes in the time interval calculation is any ILEC delay.</u>
<p><u>Notes:</u></p>	<ul style="list-style-type: none"> • ILECs <u>Verizon</u> will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • <u>SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request.</u> • <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.-</u> • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)</u> • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 22

Title: POTS Out of Service Less Than 24 Hours

Area	Requirement Description						
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.						
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 <i>Note: For non-design services only</i>						
Report Period:	Monthly						
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates						
Reported By:	By POTS Residence and Business (Resale and UNE)						
Geographic Level:	Statewide						
Measurable Standard:	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> </td><td style="vertical-align: top; width: 50%;"> Retail <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> </td></tr> <tr> <td style="vertical-align: top;"> Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – Basic Analog(Non-specials) • UNE Platform – Basic Port and Loop (<u>Res.</u>) • <u>UNE Platform – Basic Port and Loop (Bus.)</u> </td><td style="vertical-align: top;"> <ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business-Retail Residential POTS (non-disp/dispatch)– • <u>Retail Business POTS (non-disp/dispatch)</u> </td></tr> <tr> <td style="vertical-align: top;"> GTEVerizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - <u>POTS</u> –UNE – P-Res –UNE – P-Bus </td><td style="vertical-align: top;"> Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • B1-Dispatched Non-Designed <u>Retail POTS Res and Bus Dispatched</u> • CentraNet – Simple <u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • <u>Retail POTS</u> –Residential POTS –Business POTS </td></tr> </table>	Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> 	Retail <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> 	Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – Basic Analog(Non-specials) • UNE Platform – Basic Port and Loop (<u>Res.</u>) • <u>UNE Platform – Basic Port and Loop (Bus.)</u> 	<ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business-Retail Residential POTS (non-disp/dispatch)– • <u>Retail Business POTS (non-disp/dispatch)</u> 	GTEVerizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - <u>POTS</u> –UNE – P-Res –UNE – P-Bus 	Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • B1-Dispatched Non-Designed <u>Retail POTS Res and Bus Dispatched</u> • CentraNet – Simple <u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • <u>Retail POTS</u> –Residential POTS –Business POTS
Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> 	Retail <ul style="list-style-type: none"> • <u>Residential POTS</u> • <u>Business POTS</u> 						
Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – Basic Analog(Non-specials) • UNE Platform – Basic Port and Loop (<u>Res.</u>) • <u>UNE Platform – Basic Port and Loop (Bus.)</u> 	<ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business-Retail Residential POTS (non-disp/dispatch)– • <u>Retail Business POTS (non-disp/dispatch)</u> 						
GTEVerizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - <u>POTS</u> –UNE – P-Res –UNE – P-Bus 	Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • B1-Dispatched Non-Designed <u>Retail POTS Res and Bus Dispatched</u> • CentraNet – Simple <u>Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</u> • <u>Retail POTS</u> –Residential POTS –Business POTS 						

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>No access</u> • <u>CPE and IEC/CLEC caused troubles</u> • <u>Subsequent reports</u> • <u>Message Reports (circuit reports for which ILEC has no records)</u> • <u>ILEC employee generated reports</u> • <u>Troubles associated with inside wire</u> <hr/> <ul style="list-style-type: none"> • <u>Tickets cancelled by customer/CLEC or where ticket has been benn opened on the wrong TN or circuit ID.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Residential and Business POTS only—— <p>Excludes no access</p> <ul style="list-style-type: none"> • Interval for tickets received Saturday and Sunday begins no later than Monday morning <p>Excludes CPE and IEC/CLEC caused troubles</p> <p>Excludes Subsequent reports</p> <p>Excludes Message Reports (circuit reports for which ILEC has no records)</p> <p>Excludes ILEC employee generated reports</p> <ul style="list-style-type: none"> • Results include Test okay (TOK) and Found okay (FOK) reports. • <u>Results for UNE Subloops will be tracked diagnostically (SBC/California only)</u> <hr/>
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)</u> <p>—Results for UNE Subloops will be tracked diagnostically, by UNE loop type (Pacific Bell only).</p>

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
<i>Method of Calculation:</i>	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	By service group type (including LNP) & NXX Code Opening Troubles
<i>Geographic Level</i>	Statewide

Measurable Standard:	<div> SBC/California </div> <div> Parity for Resale is Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> </div> <div> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8bd and 5.5db) analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) High Bandwidth line sharing UNE 4w digital loop (DS1) UNE loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port –Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 OC level UNE Platform <ul style="list-style-type: none"> Basic port and loop(Res.) <u>Basic port and loop (Bus.)</u> Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out </div> <div> Retail <ul style="list-style-type: none"> <u>Residential POTS</u> <u>Business POTS</u> <u>Specials</u> POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) Retail OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Retail Specials (non-dispatch) HICAP <ul style="list-style-type: none"> DS1 DS3 Retail OC level service Diagnostic (TBD) <u>Benchmark: 25%</u> <u>Benchmark: 25%</u> <u>Benchmark: 25%</u> Retail Business Residential POTS (non-disp, disp) <u>Retail Business POTS (disp)</u> Retail Voice Grade Specials (non-disp,disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: No more than 2 repeat troubles per month per CLEC </div>
-----------------------------	---

Measurable Standard:	<u>GTE/Verizon:</u> <ul style="list-style-type: none">• Resale POTS- Residence• Resale POTS-Business• Resale Specials• UNE loop Non_designed• UNE loop Designed<ul style="list-style-type: none">• <u>DS0</u>• <u>DS1 and above</u>• UNE loop xDSL capable• UNE loop IDSL capable• UNE Port• UNE Transport<ul style="list-style-type: none">• <u>DS1 and below</u>• <u>DS3 and above</u>• UNE Platform – <u>POTS</u>• <u>UNE Platform - Specials</u><ul style="list-style-type: none">– UNE – P Res– UNE – P Bus<ul style="list-style-type: none">• UNE – P PRI• Interconnection Trunks• Line Sharing – <u>Conditioned</u>• <u>Line Sharing - Non - Conditioned</u> – Line Sharing – Non – Conditioned• LNP• EEL<ul style="list-style-type: none">• <u>DS0</u>• <u>DS1</u>• <u>DS3 and above</u>• Dark Fiber• UNE Subloop	Retail <ul style="list-style-type: none">• Retail POTS – Residence• Retail POTS – Business• Retail Specials• B1 Dispatched Non-Designed <u>Retail POTS Res and Bus. Dispatched</u>–<ul style="list-style-type: none">• <u>Retail DS0</u>• <u>Retail DS1 and above</u>– Dispatched Designed Service (excludes HICAPs)• (TBD until SDA is established) <u>Retail ISDN BRI</u>• (TBD until SDA is established) <u>Retail ISDN BRI</u>• <u>CentraNet – Simple Retail POTS Business Non dispatched and Retail Specials Non-dispatched</u>• HICAP-Designed<ul style="list-style-type: none">• <u>DS1 and below</u>• <u>DS3 and above</u>• <u>Retail POTS</u>• Residential POTS <u>Retail Specials</u>– Business POTS– ISDN PRI– ILEC Dedicated Trunks<ul style="list-style-type: none">• (TBD until SDA is established) <u>Retail Linesharing Conditioned</u>• (TBD until SDA is established) <u>Retail Linesharing Non-Conditioned</u>• • No more than 2 repeat trouble per month per CLEC• (Diagnostic)<ul style="list-style-type: none">• <u>DS0</u>• <u>DS1</u>• <u>DS3 and above</u>• (Diagnostic)• (Diagnostic)
<u>Exclusions:</u>	<ul style="list-style-type: none">• <u>CPE and IEC/CLEC caused troubles</u>• <u>Troubles associated with inside wiring</u>• <u>Subsequent reports</u>• <u>Message Reports</u>• <u>ILEC employee generated reports</u>• <u>Tickets cancelled by customer/CLEC or where ticket has been benn opened on the wrong TN or circuit ID.</u>• <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>	

Business Rules:	<p>Excludes CPE and IEC/CLEC caused troubles</p> <ul style="list-style-type: none"> Excludes troubles associated with inside wiring Excludes Subsequent reports Excludes Message Reports Excludes ILEC employee generated reports <u>Trouble report will not be counted as a repeat report if previous report was closed to “No Access.”</u> <u>For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.</u> <u>Results for Dark Fiber will be tracked diagnostically.</u>
Notes:	<ul style="list-style-type: none"> ILECs Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. <u>SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request.</u> <u>The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.</u> <u>Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)</u>

OSS OII Performance Measurements

Report Requirements

Network Performance

Measure 24

Title: Percent Blocking on Common Trunks

Area	Requirement Description
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	
Report By:	By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
<u>Exclusions:</u>	=
Business Rules:	<ul style="list-style-type: none"> • GTE-Verizon reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	

OSS OII Performance Measurements

Report Requirements

Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

Area	Requirement Description
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> Total trunk groups ILEC end office to CLEC end office ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	<p><u>Verizon:</u></p> <ul style="list-style-type: none"> Parity for Pacific Bell and GTE— comparison made to ILEC final trunk groups <p><u>SBC/California:</u></p> <p><u>Benchmark:</u></p> <ul style="list-style-type: none"> <u>Standard – no more than 2% of the trunk groups at blocking of 2% or greater</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date.</u> <u>Blocking due to CLEC putting trunks in a "make busy" state.(Verizon only)</u> <u>Blocking due to CLEC putting trunks in a "make busy" state or other network problems under CLEC's control.(SBC/California only)</u> <u>Instances where CLEC does not take action upon receipt of an ASR within 4 business days (or in the time frame specified in the ICA), when Call Blocking situation is identified by the ILEC. (SBC/California only)</u> <u>Instances where CLEC does not take action within 10 days or in the time frame specified in the ICA) upon receipt of a ASR when pre-service occupancy of 75% or greater is identified by the ILEC. (SBC/California only)</u>

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • GTE-Verizon reports provided 45 days after close of data month. • Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Excludes blocking due to CLEC putting trunks in a "make busy" state. • Applies to those trunks where the ILEC has augmentation control. • <u>Trunks are provisioned as two-way trunks</u> • Does not apply when trunks are provisioned as two-way trunks
<i>Notes:</i>	—

OSS OII Performance Measurements

Report Requirements

Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	$((\text{Number of NXXs loaded and tested by LERG effective date}) / (\text{Number of NXXs scheduled to be loaded and tested by LERG effective date})) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for SBC/California and <u>GTE-Verizon</u> – comparison made to results for loading ILEC NXX codes by the LERG effective date.
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).</u> <u>Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	<p>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).</p> <p>—Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.</p> <ul style="list-style-type: none"> Includes both additions and deletions to NXX codes. <u>For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day.</u>

Notes:	<ul style="list-style-type: none">• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.• TRUCALL billing validation testing is not used unless maintenance trouble is reported (SBC/California only)
---------------	---

|

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 27

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Measure deleted - process is parity by design.</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Report By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements

Report Requirements

Billing

Measure 28

Title: Usage Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is sent <u>successfully transmitted</u> to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, combined) • Jointly provided switched access (associated with meet point billing) <p>GTEVerizon</p> <ul style="list-style-type: none"> • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Parity for Resale UNE, and Jointly provided switched access: <p>GTEVerizon:</p> <ul style="list-style-type: none"> • Parity for Resale - Local, Resale - Toll and UNE • Parity for UNE Platform – Local is Resale – Local • Parity for UNE Platform – Access is IXC switched access • Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.</u> • <u>Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.</u> • <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u>

<i>Business Rules:</i>	<ul style="list-style-type: none"> • <u>This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.</u>
<i>Notes:</i>	<ul style="list-style-type: none"> • GTE-Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements
Report Requirements

Billing

Measure 29

Title: **MEASURE DELETED**

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	
<u>Method of Calculation:</u>	
<u>Report Period:</u>	
<u>Report Structure:</u>	
<u>Reported By:</u>	
<u>Geographic Level:</u>	
<u>Measurable Standard:</u>	
<u>Business Rules:</u>	
<u>Notes:</u>	

OSS OII Performance Measurements

Report Requirements

Billing

Measure 30

Title: Wholesale Bill Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> Resale UNE (IntraLATA and InterLATA combined) Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	SBC/California and GTEVerizon: Benchmark: —Standard – 99% within 10 calendar days
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.</u> <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> <u>Paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.</u>
Business Rules:	<ul style="list-style-type: none"> Includes only mechanized bills. Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	<ul style="list-style-type: none"> GTE-Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE-Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Billing

Measure 31

Title: Usage Completeness

Area	Requirement Description
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> Resale UNE (IntraLATA and InterLATA combined) Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California and GTEVerizon: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> Standard - 95%
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.</u> <u>Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.</u> <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> <u>Summarized charges.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	Excludes summarized charges
Notes:	<ul style="list-style-type: none"> For SBC/California, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. GTEVerizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTEVerizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements

Report Requirements

Billing

Measure 32

Title: Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	<p>Pacific Bell: (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>GTE: (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard – 90% <p>GTE: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> • Standard – 90%
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner.</u> • <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree.</u> • <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>

<i>Business Rules:</i>	<ul style="list-style-type: none"> • The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none"> • GTE will compare CLEC results to a statistically valid sample of GTE results. • Pacific-SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

OSS OII Performance Measurements

Report Requirements

Billing

Measure 33

Title: Non-Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	<p>Pacific Bell: (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>GTE: (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 90% <p>GTE: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard – 90%
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner.</u> • <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree.</u> • <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>

<i>Business Rules:</i>	<ul style="list-style-type: none"> • The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none"> • Pacific-SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 <u>(phase II)</u>.

OSS OII Performance Measurements

Report Requirements

Billing

Measure 34

Title: Bill Accuracy

Area	Requirement Description
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • UNE (IntraLATA and InterLATA combined) <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • Facilities/Interconnection <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California:</p> <p>Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 95% <p><u>GTE Verizon:</u></p> <p>Benchmark for Resale and UNE:</p> <ul style="list-style-type: none"> • Standard - 97% <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard - 95%

<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner.</u> • <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.</u> • <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none"> • <u>GTE-Verizon</u> legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. <u>GTE-Verizon</u> will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 35

Title: Timeliness of Billing Completion Notices - SBC/California Only

Area	Requirement Description
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in <u>35</u> business days.
Method of Calculation:	Interim Method of Calculation: $\frac{\text{Sum (Number of Orders Completed in Billing Systems within } \underline{3-5} \text{ Business Days)}}{\text{(Number of Orders Completed)}} \times 100$ As of TBD Date: $\frac{\text{Sum (Number of Billing Completion Notices Sent to CLEC within X Business Days after Work Completion)}}{\text{(Number of Orders Completed)}} \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark: <ul style="list-style-type: none"> Standard - 965% in <u>35</u> business days
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Weekends and ILEC published holidays.</u> <u>Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree.</u> <u>Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	—Excludes weekends and ILEC published holidays.
Notes:	<ul style="list-style-type: none"> Until the billing completion notice process has been developed <u>and implemented phase II of this measure</u>, SBC/California will report the percentage of orders completed in the billing systems within 3 business days.

OSS OII Performance Measurements
Report Requirements

Billing

Measure 36

Title: **MEASURE DELETED**

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	
<u>Method of Calculation:</u>	
<u>Report Period:</u>	
<u>Report Structure:</u>	
<u>Reported By:</u>	
<u>Geographic Level:</u>	
<u>Measurable Standard:</u>	
<u>Business Rules:</u>	
<u>Notes:</u>	

OSS OII Performance Measurements

Report Requirements

Database Updates

Measure 37

Title: Database Update Interval - SBC/California Only

Area	Requirement Description
Description:	Measures the average time to update databases. Reported for: <ul style="list-style-type: none"> • <i>DA/Listings Database</i> • <i>LIDB (service order generated updates only)</i>
Method of Calculation:	<p>Parity Sub-measures (Service Order generated updates) $[(\text{Completion Date \& Time}) - (\text{Update Submission Date \& Time})] / \text{Count of Updates Completed in Reporting Period}$</p> <p>Benchmark Sub-measures (Direct gateway updates) $[(\text{Count of updates completed within 8 days}) / (\text{Total Updates completed with in the Reporting Period})] \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<p>DA/Listings:</p> <ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input <p>LIDB:</p> <ul style="list-style-type: none"> • <u>Service Order generated updates</u>
Geographic Level:	Statewide
Measurable Standard:	<p>Parity for service order generated updates</p> <p>Benchmark for direct gateway input updates</p> <ul style="list-style-type: none"> • Standard - 95% in 8 calendar Days
Exclusions:	<ul style="list-style-type: none"> • <u>Non-CLEC generated orders</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure.

OSS OII Performance Measurements

Report Requirements

Database Updates

Measure 38

Title: Percent Database Accuracy - SBC/California Only

Area	Requirement Description
Description:	Measures the percentage of database updates completed without error. Reported for: <ul style="list-style-type: none"> • 911 Databases • DA/Listings Database • LIDB
Method of Calculation:	$\frac{((\text{Count of Updates Completed without error}) / (\text{Count of Updates Completed})) \times 100}{100}$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	DA/Listings: <ul style="list-style-type: none"> • Service Order generated updates E911 Database: <ul style="list-style-type: none"> • Service Order generated updates LIDB Database <ul style="list-style-type: none"> • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity for service order generated updates
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>CLEC caused errors</u>
Business Rules:	<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> <u>Excludes CLEC caused errors</u>
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure.

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 39

Title: E911/911 MS Database Update

Area	Requirement Description
Description:	Measures the percentage of E911/911 database updates completed within 48 hours.
Method of Calculation:	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> Service order generated updates (SBC/California Only) Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	SBC/California <ul style="list-style-type: none"> Parity for service order generated updates SBC/California and GTEVerizon: Direct gateway input <ul style="list-style-type: none"> Standard - 48 hours
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>
Business Rules:	<ul style="list-style-type: none"> For service order generated updates, 48 hour interval begins when service order is completed in SORD (SBC/California) For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
Notes:	

OSS OII Performance Measurements Report Requirements

Collocation

Measure 40

Title: Percent On Time to Respond to a Collocation Request

Area	Requirement Description
Description:	Measures the interval-percent of CLEC collocation requests that are responded to on time by the <u>it takes an ILEC takes to respond to a CLEC's collocation request.</u>
Method of Calculation:	(#(Number of Requests Completed in <u>X</u> -Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> All Collocation
Geographic Level:	Statewide
Measurable Standard:	<u>Benchmark:</u> <ul style="list-style-type: none"> Standard -100<u>95</u>% in <u>10</u> calendar days (Non –ICB)(SBC/California) <u>Standard -95% in 30 calendar days (Non–ICB) (SBC/California)</u> <u>Standard 95% within time intervals set in its tariffs (Verizon)</u>
<u>Exclusions:</u>	<ul style="list-style-type: none"> <u>Rejected requests, expired requests and complete disconnects (SBC/California)</u> <u>Orders cancelled by CLEC</u> <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>

Business Rules:	<p>Excludes orders canceled by CLEC</p> <ul style="list-style-type: none"> • <u>Includes requests that are for tariffed services. (SBC/California)</u> • <u>Includes all augment requests.</u> • <u>Includes “Denied” collocation requests. (SBC/California)</u> • <u>Includes CLEC equipment only orders. (SBC/California)</u> • If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within <u>or after the applicable standard, 15-day period or after the 15-day period, the 15-day the</u> clock is restarted from the revised application receipt date • Following are the types of changes that trigger the restarting of the <u>105</u> day clock: <ul style="list-style-type: none"> • Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility. • HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units. • Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows: <ol style="list-style-type: none"> 1. Asbestos abatement on a room or floor of a building 2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system 3. Construction required to accommodate restroom access or modifications per code. 4. Construction or modification of building to facilitate proper emergency egress from the space per code. 5. Electrical wiring of space per code requirements. • For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (SBC/California only)
Notes:	<ul style="list-style-type: none"> • Interval for both sub-measures to begin upon receipt of valid request per published ILEC <u>collocation</u> guidelines. • <u>Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JP&A Affecting Tariff Change.”</u> —If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements Report Requirements

Collocation

Measure 41

Title: Time to Provide a Collocation Arrangement

Area	Requirement Description
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	(# of Collocation Arrangements Completed in “X” Interval) / (Total Number of Collocation Arrangements Completed During the Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • All Collocation <ul style="list-style-type: none"> • New <u>(All)</u> • Augment <u>(All)</u>
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for SBC/California:</p> <ul style="list-style-type: none"> • New - 100<u>95</u>% compliance within time intervals set in its tariffs • Augmentation - 100<u>95</u>% <u>within 80 calendar days</u> time intervals set in its tariffs. <p>Benchmark for GTEVerizon:</p> <ul style="list-style-type: none"> • New - 90% compliance <u>within time intervals set in its tariffs</u>within 90 calendar days • Augmentation - 95<u>100</u>% <u>within time intervals set in its tariffs</u>in 80 calendar days.
<u>Exclusions:</u>	<ul style="list-style-type: none"> • <u>Orders cancelled by CLEC.</u> • <u>CLEC requested due dates greater than the standard interval.</u> • <u>Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders. (SBC/California)</u> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u>

<p>Business Rules:</p>	<ul style="list-style-type: none"> Excludes orders canceled by CLEC Excludes CLEC requested due dates greater than the standard interval. Applies to all requests for physical collocation space. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. — <u>Includes partial decommissions for SBC/California activities only. (SBC/California)</u> <u>The request is complete when the ILEC sends a notice, in a form agreed upon by both parties, along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy.</u> For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(SBC/California only) A change in a collocation request shall not trigger a restarting of the clock on the collocation interval. If, however, a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation under Measure 41-f. (SBC/California only). <u>When an extended interval has been mutually negotiated via the Shortfall Process, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed.</u>
<p>Notes:</p>	<ul style="list-style-type: none"> <u>Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JPSA Affecting Tariff Change.”</u> <p>If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.</p> <p>—</p>

OSS OII Performance Measurements

Report Requirements

Interfaces

Measure 42

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	$\frac{[(\text{Number of Scheduled Interface Available Hours}) - (\text{Number of Unscheduled Interface Unavailable Hours})]}{\text{Scheduled System Available Hours}} \times 100$
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	<ul style="list-style-type: none"> By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance) By query type for Pre-Order interfaces (SBC/California only)
Geographic Level:	Statewide
Measurable Standard:	<p><u>SBC/California</u> Parity for SBC/California interfaces used by both ILEC and CLEC</p> <p>Benchmark for SBC/California: (for all other interfaces)</p> <p><u>Pre-order Interfaces/by query type:</u></p> <ul style="list-style-type: none"> <u>Standard – 99.0%</u> <u>All other interfaces (except those measured at parity)</u> <ul style="list-style-type: none"> <u>Standard – 99.50%</u> <p><u>Verizon:</u></p> <p><u>and GTE Benchmark for (all interfaces):</u></p> <ul style="list-style-type: none"> <u>Standard – 99.2599.50%</u>
<u>Exclusions:</u>	
Business Rules:	<ul style="list-style-type: none"> Outage hours are obtained from outage reports Any change requests for extended availability during the reporting period — are added to the scheduled hours. For pre-order interfaces, SBC/California will report by query type as follows: <ul style="list-style-type: none"> On an individual basis for CSI, Address Validation and TN function queries. On a combined basis for Loop Qual, Due Date, Dispatch, CFA, PIC/LPIC, CLI and NC/NCI queries.
Notes:	<ul style="list-style-type: none"> GTE-Verizon captures data on a nationwide basis and reports national results at a state level. ILECs will agree to document any calculation of partial availability.

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 43

Title: MEASURE DELETED

Area	Requirement Description
Description:	<i>Measure deleted - process is parity by design.</i>
Method of Calculation:	
Report Period:	
Report Structure:	
Reported By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 44

Title: Center Responsiveness

Area	Requirement Description
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center)
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	<ul style="list-style-type: none"> • ILEC Ordering Center • ILEC Repair Center • ILEC Provisioning Center (SBC/California) • <u>ILEC OSS Service Center (SBC/California)</u>
Geographic Level:	Statewide
Measurable Standard:	<p>Repair Centers Parity - SBC/California</p> <ul style="list-style-type: none"> • Benchmark – <u>GTE-Verizon</u> Standard – average 17<u>20</u> seconds <p>Benchmark for SBC/California and <u>GTE-Verizon</u>(Ordering Centers) Standard – average 15 seconds (SBC/California) Standard – average 17-seconds (<u>GTE-Verizon</u>)</p> <p>Benchmark for SBC/California Provisioning Center Standard - average of 90 seconds</p> <p><u>Benchmark for SBC/California OSS Service Center (MCPSC)</u> <u>Standard – TBD (see notes)</u></p>
Exclusions:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	

Notes:	<ul style="list-style-type: none"> • Measured by individual queue, if applicable, in each ILEC center. • <u>GTE-Verizon</u> captures data on a nationwide basis and reports national results at a state level. • <u>GTE-Verizon</u> reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services • <u>Benchmark standard for SBC/California's OSS Service Center (MCPSC) will be established once measure is implemented and three months of data are available for analysis.</u>
---------------	--

OSS OII Performance Measurements

Report Requirements

New Measure

Title: Timeliness of Change Management Notices (Verizon Only)

<u>Area</u>	<u>Requirement Description</u>
<u>Description:</u>	<u>Terms to be defined</u>
<u>Method of Calculation:</u>	
<u>Report Period:</u>	
<u>Report Structure:</u>	
<u>Reported By:</u>	
<u>Geographic Level:</u>	
<u>Measurable Standard:</u>	
<u>Business Rules:</u>	
<u>Notes:</u>	

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the ~~fifteenth~~-twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity ~~based~~-based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, whichever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, -separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and GTE-Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

~~ILEC will provide data which comprise the results and which are readily available from the systems which provide the reportable data.~~ ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior month's' raw data ~~within 15 days within one business day and the prior within 30 days~~. Raw data requests for previous months will be provided in a negotiated interval. GTE Verizon will provide the requested -data within 30 days.

~~Upon approval of the JPSA filed on July 18, 2000, Pacific will begin reporting performance reports to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. Pacific expects to implement an upgrade to its reporting procedures that provides the CLECs with direct, real time access to their raw data electronically by the end of first quarter, 2001. In the event that Pacific does not implement such upgrade in the expected time frame, the CLECs may elect to have Pacific revert to reporting performance reports by the fifteenth of the month. In the interim, Pacific and CLECs will meet, on or about the tenth of each month, to discuss the feasibility of shortening Pacific's response time to CLEC requests for raw data and whether allowing~~

~~Pacific to report on the twentieth of the month has reduced the number of changes necessary to the website and raw data. Pacific expects the extension in reporting time to reduce changes by as much as 25%. In the event that the extension in time does not result in a reduction in changes within 90 days, Pacific will revert to reporting performance reports by the fifteenth of the month. Until Pacific implements its upgrade, CLECs may request raw data from Pacific as early as the date Pacific reports its performance reports. Pacific will provide the requested raw data for the current reported month within fifteen days and for prior months within 30 days (or less upon agreement of the parties).~~

~~CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS~~

~~SERVICE ORDER TYPES~~

- ~~—New Service Installations~~
- ~~—Service Migrations without Changes~~
- ~~—Service Migrations with Changes~~
- ~~—Move and Change activities~~
- ~~—Feature Changes~~
- ~~—Service Disconnects~~

AUDITING

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' reporting procedures and reportable data. The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below. A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

1. Jointly defining the Request for Proposal;
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the Annual Audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every six months to discuss the Annual Audit. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding ~~attorneys~~attorneys' fees, to the prevailing party.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, ~~in, in~~ the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ('trunks'), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding ~~attorneys~~attorneys' fees, to the prevailing party.

In the case of ~~GTE~~Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of ~~GTE's~~Verizon's national

systems, processes and procedures shall be determine on a pro-rated basis as follows: ~~The: The~~ California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all ~~GTE-Verizon~~ states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by ~~GTE-Verizon~~ and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, SBC/California, ~~GTE-Verizon~~ and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion).

Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section II.c) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be “materially” misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is “materially” at fault will be based on the parameters of failure to perform: “materially” at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is “materially” at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning

- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around ~~March 1, 2001~~ January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90 day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
High Bandwidth Line Sharing UNE	The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched voiceband transmissions.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

**MISSED APPOINTMENT CODES – ~~PACIFIC~~
BELLSBC/CALIFORNIA
MAC – COMPANY REASONS**

CB	Marketing Error. LSC/ Business Office gave wrong due date or ordered incorrect product/service
CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH, PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CA	Lack of Assignment
CS	Switching Error

**MISSED APPOINTMENT CODES – SBC/CALIFORNIAPACIFIC
BELL
MAC – CUSTOMER REASONS**

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre- Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY

MISSED APPOINTMENT CODES -~~GTE~~VERIZON

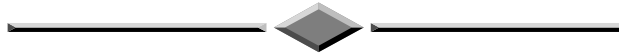
Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above.

DISPOSITION CODES

	<u>PACIFIC BELL</u>SBC/CALIFORNIA		<u>GTE</u>VERIZON
01	TERMINAL EQUIPMENT	<u>01</u>	<u>LOCAL NUMBER PORTABILITY</u>
02	COMMUNICATIONS EQUIPMENT	04	NETWORK FACILITIES
02	OTHER STATION EQUIPMENT	05	COIN/COINLESS
02	TERMINAL EQUIPMENT	05	E911
03	NETWORK TERMINATING FACILITIES	06	OUTSIDE PLANT
04	OUTSIDE PLANT	07	INTEROFFICE FACILITIES
05	CENTRAL OFFICE	09	SERVICE ORDER
06	CUSTOMER MISUSE	10	RECORDS
07	TEST OK	11	CARRIER (FIELD) OR CONCENSTRATOR
08	FOUND OK - IN	12	CENTRAL OFFICE
09	FOUND OK – OUT	13	TEST OKAY
10	REFERRED OUT	15	CAME CLEAR
12	NON-TELCO PROVIDED	16	CUSTOMER
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	17	EXCLUDE
	<u>SBC/CALIFORNIA</u>PACIFIC BELL CAUSE CODES	18	REFERRED OUT
		19	CPE
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		

***California OSS OII
Performance Measurements***



Joint Partial Settlement Agreement

INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the “OSS OI”) to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown¹.

Pursuant to the Commission’s issuance of the OSS OI, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission’s stated goals.¹ The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties’ negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties’ Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

TABLE OF CONTENTS

I. EXECUTIVE SUMMARY

II. PERFORMANCE MEASURES

- a) List of Performance Measurements
- b) Performance Measurements Report Requirements
- c) Reporting Process

III. AUDITING

IV. REVIEW PROCEDURES

V. SERVICE ORDER TYPES

VI. DEFINITIONS OF TERMS/ACRONYMS

VII. ATTACHMENTS

VIII. IMPLEMENTATION SCHEDULES (to be provided on March 3, 2003)

EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require SBC/California and Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."³ The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."⁴

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), writ of mandamus issued sub nom. *Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, *In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, *Ameritech Opinion* at 12 FCC Rcd 20618-19). See also, *Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

⁴ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; See also, *BellSouth (Louisiana II) Opinion* at ¶87 (citing *Ameritech Opinion* at 12 FCC Rcd at 20619).

- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements.”⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

• Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Service Appointment Scheduling (due date)
- Loop Qualification
- PIC
- Facility Availability
- Rejected/Failed Inquiries

• Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

• Provisioning

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the

service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures can be found in Sections III and IV.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number		Page Number
PRE-ORDERING		
1	Average Response Time (to Pre-Order Queries)	11
ORDERING		
2	FOC/LSC Notice Timeliness	15
3	Reject Timeliness	20
4	Percent of Flow Through Orders	25
PROVISIONING		
5	Percentage of Orders Jeopardized	27
6	Jeopardy Notices Returned by Required Interval	31
7	Average Completed Interval	34
8	Percent Completed within Standard Interval	38
8A	Percent Completed within the Customer Requested Due Date (SBC/California only)	41
9	Coordinated Customer Conversion	44
9A	Frame Due Time (FDT) Conversions as a Percentage on Time (SBC/California only)	47
10	LNP Network Provisioning	48
11	Percent of Due Dates Missed	49
11A	Loop Acceptance Testing (LAT) Not Completed On Time	53
12	Percent Due Dates Missed Due to Lack of Facilities	54
13	Delay Order Interval to Completion Date	57
14	Held Order Interval	60
15	Provisioning Trouble Reports	64
15A	Average Time to Restore Provisioning Troubles	68
16	Percentage Troubles in 30 Days for Special Services Orders	71
17	Percent Troubles in 7 (10) days for Non-Special Orders ()	75
18	Completion Notice Interval	78
18A	Percent Mechanized Line Loss Notifications	80
MAINTENANCE		
19	Customer Trouble Report Rate	81
20	Percent of Customer Trouble not Resolved within Estimated Time	85
21	Average Time to Restore	89
22	POTS Out of Service less than 24 Hours	93
23	Frequency of Repeat Troubles in 30 day period	95
NETWORK PERFORMANCE		
24	Percent Blocking on Common Trunks	99
25	Percent Blocking on Interconnection Trunks	100
26	NXX Loaded by LERG Effective Date	101
27	<i>Measure Deleted</i>	102
BILLING		
28	Usage Timeliness	103
29	<i>Measure Deleted</i>	104
30	Wholesale Bill Timeliness	105
31	Usage Completeness	106
32	Recurring Charge Completeness	107
33	Non-Recurring Charge Completeness	109

Measure Number		Page Number
34	Bill Accuracy	111
35	(replaced with)Billing Completion Notice Interval (Pacific Bell only)	113
36	Measure Deleted	114

DATABASE UPDATES

37	Average Database Update Interval (Pacific Bell Only)	115
38	Percent Database Accuracy (Pacific Bell Only)	116
39	E911/911 MS Database Update	117

COLLOCATION

40	Percent On Time to Respond to a Collocation Request	118
41	Time to Provide a Collocation Arrangement	120

INTERFACES

42	Percent of Time Interface is Available	122
43	Measure Deleted	123
44	Center Responsiveness	124
New	Timeliness of Change Management Notices (Verizon Only)	125

NOTES:

1. *Not all measures apply to both ILECs.*
2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*
3. *Details regarding implementation schedules for new measures are documented in Section VIII (Implementation Schedules).*

OSS OII Performance Measurements

Report Requirements

Pre-Ordering

Measure 1

Title: Average Response Time (to Pre-Order Queries)

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Inquiry (Mechanized and Manual) • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquiries • Timeouts (included in query interval and also reported separately on a diagnostic basis) (Verizon only) • Facility Availability (SBC/California Only) • PIC (SBC/California Only) • Loop qualification <ul style="list-style-type: none"> • Loop Qual (Mechanized) • K1023 loop qualification (SBC/California) <ul style="list-style-type: none"> • xDSL and Line sharing/Line Splitting UNE loop qualification • All Other loop qualification /Facility availability check
Method of Calculation:	<p>Mechanized:</p> <p><u>Pre - Order Query Transaction Time (Verizon only)</u> $\frac{\text{Sum ((Query Response Date and Time) – (Query Submission Date and Time))}}{\text{(Number of Queries Returned in Reporting Period)}}$</p> <p><u>Pre- Order Query Transaction Time (SBC/California only)</u> $\frac{\text{Total Queries Returned Within Specified Interval}}{\text{(Number of Queries Returned in Reporting Period)}} \times 100$</p> <p><u>Legacy System Transaction Time (Verizon only)</u> $\frac{\text{Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System))}}{\text{(Number of Queries Returned to Legacy System in Reporting Period)}}$</p> <p><u>Loop Qualification/Facility Availability Transaction Time (SBC/California Only)</u> $\frac{\text{Total Queries Returned Within Specified Interval}}{\text{(Number of Queries Returned in Reporting Period)}} \times 100$</p>

	<p><u>Loop Qualification Transaction Time (Verizon Only)</u> Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100</p> <p>Timeouts: (Verizon only) (Number of transactions that timeout/ Total number of transactions) x100</p> <p><u>Manual CSIs (SBC/California and Verizon)</u> Total Manual CSIs Returned Within Specified Interval / (Number of CSIs Returned) x 100</p>		
Report Period:	Monthly		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate		
Reported By:	By query type and by interface type, including fax		
Geographic Level:	Statewide		
Measurable Standard:	<p>Mechanized:</p> <p>Standard:</p> <p>Address Verification</p> <p>TN Selection</p> <p>CSI</p> <p>Service Availability</p> <p>Due Date</p> <p>Dispatch</p> <p>PIC</p> <p>Reject/Failed Inquiries</p> <p>Timeouts</p>	<p>SBC/California</p> <p>95% w/in 10 sec(LSOG 3 & 5)</p> <p>95% w/in 7 sec (LSOG 3) / 10sec (LSOG 5)</p> <p>90% w/in 8sec (LSOG 3) 95% w/in13sec (LSOG 3) / 15sec (LSOG 5)</p> <p>95% w/in 13 sec (LSOG 3 & 5)</p> <p>95% w/in 4 sec (LSOG 3) / 5 sec (LSOG 5)</p> <p>95% w/in 19 sec (LSOG 3 & 5)</p> <p>95% w/in 25 sec (LSOG 3 & 5)</p> <p>diagnostic</p> <p>N/A</p>	<p>Verizon</p> <p>Legacy Time + not more than 5 seconds</p> <p>Legacy Time + not more than 5 seconds</p> <p>95% w/in 20 seconds</p> <p>Legacy Time + not more than 5 seconds</p> <p>Legacy Time + not more than 5 seconds</p> <p>N/A (Inc. in Address Verification)</p> <p>N/A</p> <p>diagnostic</p> <p>diagnostic</p>
	<p>SBC/California Only:</p> <p>Protocol Trans. Time(EDI –input/output) 95% w/in 4 sec (LSOG 3&5)</p> <p>Protocol Trans. Time(CORBA –input/output) 95% w/in 1 sec (LSOG 3&5)</p> <p>Prot.Trans.Time (Datagate–input/output) 95% w/in 1 sec (LSOG 5)-diag.</p> <p>Prot. Trans. Time (Verigate–input/output) 95% w/in 1 sec (LSOG 5)-diag.</p>		

<p><i>Measurable Standard:</i></p>	<p>Manual CSIs:</p> <p>Benchmark:</p> <ul style="list-style-type: none"> • Standard - 95% w/in 4 hours (SBC/California) • Standard - 95% w/in 8 business hours (Verizon) <p>Mechanized Loop Qualification:</p> <ul style="list-style-type: none"> • Standard - Benchmark(SBC/California) (reported by interface type) <ul style="list-style-type: none"> • 95% w/in 45 seconds (actual loop makeup) • 95% w/in 15 seconds (design loop makeup) • Event 6 transactions - Diagnostic • Standard - Benchmark - (Verizon) 95% w/in 60 seconds <p>Manual Loop Qualification (K1023) Process (SBC/California only)</p> <ul style="list-style-type: none"> • Standard - Parity • Reported by: <ul style="list-style-type: none"> • XDSL and Line Sharing/Line Splitting UNE Loop Qualification • All Other Qualifications/Facility availability check
<p><i>Exclusions:</i></p>	<ul style="list-style-type: none"> • CSI requests (both manual and mechanized) for greater than 30 working telephone numbers. • Rejected manual requests • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. “Batch transmission” means a simultaneous, not serial transmission of all orders in a group to the gateway. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Pre-order query transaction time intervals are measured as total transaction time. • For SBC/California, fully electronic pre-order query response times will be measured for the Verigate, Datagate and EDI/CORBA systems. • For Verizon fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For Verizon, excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. • Elapsed time for manual processes tracked during published business hours.(SBC/California only) • Verizon does not report Legacy System Transaction Time for rejected/failed inquiries. • Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries. • Time-outs – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. (Verizon only)
<i>Notes:</i>	<ul style="list-style-type: none"> • The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • Verizon will supply all available loop qualification data, however Verizon will not support manual engineering query for loop qualification. • The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface. (Verizon only) • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Timeouts will be included in the query interval and also will be reported diagnostically until next Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs. (Verizon only)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 2

Title: FOC/LSC Notice Timeliness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<p>SBC/California: Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).</p> <p>Verizon: Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Measurable Standards.</p>
<i>Method of Calculation:</i>	<p>SBC/California: Mechanized: Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)</p> <p>SBC/California: Manual FOCs: Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period)</p> <p>Verizon: Mechanized and Manual: ((Number of FOCs/LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products)/(Number of FOCs/LSCs where a FOC/LSC was sent for those specified products) x 100</p> <p>Held and Denied Interconnection Trunk Requests: [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
<i>Reported By:</i>	<ul style="list-style-type: none"> • Electronically received/electronically handled (SBC/California only) • Electronically received and manually handled (SBC/California only) • Manually received and manually handled (SBC/California only) • By service group type and flow through and non-flow through (Stand Alone Directory Listings included) (Verizon only)
<i>Geographic Level:</i>	Statewide

Measurable Standard:	Service Group Types: SBC/California <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale Specials • 2/4w (8db and 5.5db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • High Bandwidth Line Sharing UNE • 4w digital loop DS1 • UNE loop – DS3 • UNE Loop – OC level • UNE Dark Fiber • UNE Port– Non-Specials) • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Standalone LNP • Interconnection Trunks 	Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
-----------------------------	--	--

Measurable Standard:	<p>SBC/California:</p> <p>Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard - average of 20 minutes <p>Electronically Received/Manually Handled</p> <ul style="list-style-type: none"> Standard - average of 6 hours <p>Manually received/Manually Handled</p> <ul style="list-style-type: none"> Standard - average of 12 hours <p>Interconnection Trunks</p> <ul style="list-style-type: none"> Standard: Average 7 business days (New)) Average 4 business days (Augment) <p>Projects:</p> <ul style="list-style-type: none"> Standard -90% within 72 hours – all products except Interconnection Trunks Standard - Interconnection Trunks <ul style="list-style-type: none"> New – 90% w/in 10 days Augment – 90% w/in 7 days <p>Verizon only:</p> <p>Benchmark: 95% on time (except as noted):</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard – <=2 system hours <p>Resale POTS/UNE (non-designed) < 10 lines</p> <ul style="list-style-type: none"> Standard – <= 24 clock hours <p>Resale POTS/UNE (non-designed) >= 10 lines</p> <ul style="list-style-type: none"> Standard –<= 48 clock hours <p>Resale Specials / UNE designed Services < 10 lines</p> <ul style="list-style-type: none"> Standard – <=24 clock hours <p>Resale Specials / UNE designed Services >= 10 lines</p> <ul style="list-style-type: none"> Standard –<= 48 clock hours <p>UNE Transport/ EELs</p> <p>DS1 and below</p> <ul style="list-style-type: none"> Standard - <= 24 clock hours <p>DS3 and above</p> <ul style="list-style-type: none"> Standard – 90% <= 72 clock hours <p>Interconnection Trunks</p> <ul style="list-style-type: none"> Standard -<= 5 business days <p>Projects:</p> <ul style="list-style-type: none"> UNE Transport/EELs - Standard -90% w/in 72 hours IC trunk projects - 95% w/in 10 business days <p>Interconnection Trunk Requests:</p> <p>Held and Denied – Average Interval</p> <ul style="list-style-type: none"> Standard - Parity (SBC/California only) Standard – Average 13 days (Verizon only)
-----------------------------	--

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Non – business days. • Delays caused for customer reasons. • Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only) <ul style="list-style-type: none"> • xDSL and High Bandwidth line sharing UNE • Facility availability interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required: (SBC/California only) <ul style="list-style-type: none"> • ISDN • Channelized DS1 • DS3 • OC Level services • Dark Fiber • Unbundled Dedicated Transport - DS3 • Centrex • PBX • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. • Non stand-alone records for Directory Assistance/Directory Listing. • Test CLECs. • LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only) • Affiliate data will be excluded from all CLEC aggregate performance (in all measures). • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
---------------------------	---

<i>Business Rules:</i>	<p>For manually handled requests:</p> <ul style="list-style-type: none"> • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. (SBC/California only) <ul style="list-style-type: none"> • Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California only) • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.(Verizon only) • The start time for requests received after the end of the Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only) • Elapsed time for fully electronic sub-measures is tracked during system hours. • Projects are defined as: (SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops; <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops, • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks • LNP greater than 99 telephone numbers • Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically. (SBC/California only) • For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally return, minus the time greater than 7days that LSR is being reviewed by CLEC. (SBC/California only) • For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only) • For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only) • Elapsed time calculated in hours or days. • For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.
<i>Notes:</i>	<ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 3

Title: Reject Timeliness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<p>SBC/California: Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.</p> <p>Verizon: The percentage of orders rejected within the agreed-upon timeframes as specified in the Measurable Standards.</p>
<i>Method of Calculation:</i>	<p>SBC/California: Mechanized: Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of Mechanized Orders Rejected in the Reporting Period)</p> <p>Manual: Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)</p> <p>Verizon: Mechanized and Manual: (Number of rejects sent where sent date/time is less than or equal to the standard for specified products / Number of Orders rejected for those specified products) x 100.</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Electronically received, electronically handled <ul style="list-style-type: none"> • All interfaces • Syntax(edit engine) and content errors (other edits) • Resale orders, High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings • Electronically received, manually handled <ul style="list-style-type: none"> • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders Manually received and handled (fax) • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders <p>Verizon: By flow through and non-flow through:</p> <ul style="list-style-type: none"> • Standalone Directory Listings • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
Geographic Level:	Statewide

Measurable Standard:	<p>SBC/California:</p> <p>Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard - average of 20 minutes <p>Electronically Received/Manually Handled:</p> <ul style="list-style-type: none"> Standard - average of 5 hours <p>Manually Received/Manually Handled:</p> <ul style="list-style-type: none"> Standard - average of 10 hours <p>Projects:</p> <ul style="list-style-type: none"> Standard - 90% w/in 72 hours – All products except Interconnection Trunks Standard – Interconnection Trunks <ul style="list-style-type: none"> New – 90% w/in 10 days Augment – 90% w/in 7 days <p>Verizon:</p> <p>Benchmark: 95% on time (except as noted):</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> Standard – <=2 system hours <p>Resale POTS/UNE (non-designed) < 10 lines – No Flow Through</p> <ul style="list-style-type: none"> Standard –<= 24 clock hours <p>Resale POTS/UNE (non-designed) >= 10 lines – No Flow Through</p> <ul style="list-style-type: none"> Standard - <= 48 clock hours <p>Resale Specials / UNE Designed Services < 10 lines – No Flow Through</p> <ul style="list-style-type: none"> Standard – <= 24 clock hours <p>Resale Specials / UNE Designed Services >= 10 lines – No Flow Through</p> <ul style="list-style-type: none"> Standard – <= 48 clock hours <p>UNE Transport/ EELs</p> <p>DS1 and below</p> <ul style="list-style-type: none"> Standard - <= 24 clock hours <p>DS3 and above</p> <ul style="list-style-type: none"> Standard – 90% <= 72 clock hours <p>Interconnection trunks</p> <ul style="list-style-type: none"> Standard - <= 5 business days <p>Projects:</p> <ul style="list-style-type: none"> UNE Transport/EELs – 90% <= 72 clock hours All IC trunk projects - 95% w/in 10 business days
-----------------------------	--

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Non – business days • Delays caused for customer reasons. • Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only) <ul style="list-style-type: none"> • xDSL and High Bandwidth line sharing UNE • Facility availability interval is removed from the overall reject interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only) <ul style="list-style-type: none"> • ISDN • Channelized DS1 • DS3 • OC Level service. • Dark Fiber • Unbundled Dedicated Transport - DS 3 • Centrex • PBX • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. • Non stand-alone records for Directory Assistance/Directory Listing. • Test CLECs. • Affiliate data will be excluded from all CLEC aggregate performance (in all measures). • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only)
---------------------------	--

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> • Elapsed time for fully electronic sub-measures tracked during system hours • For manually handled requests: Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California) <ul style="list-style-type: none"> • Business day hours and holidays are published on the Verizon web site. (Verizon only) • The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only) • Projects are defined as: (SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops; <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks. • LNP greater than 99 telephone numbers • Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically (SBC/California only). • For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only) • For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only) • For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON. • Elapsed time calculated in hours.
<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of valid electronically received orders processed on a flow through basis.
<i>Method of Calculation:</i>	<p>Programmed To Flow Through: (Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all products / Total number of electronically received orders that qualify for flow through, for all products) x 100</p> <p>Total Flow Through: [(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received orders)] x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
<i>Reported By:</i>	Reported by service group type for orders that flow through as a percentage of: <ul style="list-style-type: none"> • All electronically received orders programmed to flow through, by service group type. • All electronically received orders, by service group type. (Diagnostic)
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California: Benchmark: Programmed to Flow Through:</p> <ul style="list-style-type: none"> • Standard – TBD (See Notes) <p>Verizon: Benchmark: Programmed to Flow Through:</p> <ul style="list-style-type: none"> • Diagnostic through June 2003 report month. • July through December 2003 – 90% flow through • January 2004 and beyond – 95% flow through <p>SBC/California and Verizon: Total Flow Through: Diagnostic</p>
Exclusions:	<ul style="list-style-type: none"> • Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes). • Orders that do not flow through due to previously received pending orders. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Any service request not generated on an LSR.
Business Rules:	<ul style="list-style-type: none"> • All features on the order must flow through for the order to be flow-through eligible.
Notes:	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through eligible orders that do not flow through because the LSR is not formatted consistent flow through standards. The remainder of exclusions will be included in the data set for PM 3. (SBC/California) • System upgrade currently targeted for May 2003 to identify CLEC- caused errors. (Verizon only) • SBC/California will implement changes to measure and collect data for three months. SBC/California will propose a benchmark based on the historical data.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
<i>Method of Calculation:</i>	$((\text{Number of Orders Jeopardized}) / (\text{Number of Orders Confirmed})) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California:</p> <p>Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs (except as noted):</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop • 2w digital loop(ISDN capable) • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE Loop – OC level • Dark Fiber • UNE Port–(Non-Specials) • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links (New and Conversions) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: 5% • ISDN(BRI) • High Bandwidth Line Sharing UNE provided to ASI • DS1 service • DS3 service • OC level service (Diagnostic) • POTS - Business (non-fielded) • Specials (non-fielded) • DS1 • DS3 • Retail OC level service • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	---

Measurable Standard:	<div> <div>Verizon</div> <div>Retail</div> </div>
	<div> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE Loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non Conditioned • LNP • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Subloop • Dark Fiber </div> <div> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing – Non - Conditioned • Retail POTS -Total Business & Residence, Non-Dispatched <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • (Diagnostic) • (Diagnostic) </div>

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Delays for Customer Reasons • Missed Commitment notices • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Raw data will include jeopardy codes. • Results for UNE Subloop and Dark Fiber will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
<i>Notes:</i>	<ul style="list-style-type: none"> • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused delays that result in a jeopardy.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 6

Title: Jeopardy Notices Returned by Required Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentages of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
<i>Method of Calculation:</i>	<p><u>Assignment:</u> <i>Jeopardies identified during the initial assignment process</i></p> <p>Total Number of Assignment Jeopardies Returned within the Required Interval / (Number of Assignment Jeopardy Notices Sent)x100</p> <p><u>Installation:</u> <i>Jeopardies identified during the installation process prior to due time</i></p> <p>Total Number of Installation Jeopardies Returned within the Required Interval / (Number of Installation Jeopardy Notices Sent) x100</p> <p><u>Notification of Missed Commitments</u></p> <p>Total Number of Missed Commitment Notices Returned within the Required Interval / (Number of Missed Commitment Notices Sent)x100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<div> <div> Service Group Types: SBC/California <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale Specials • 2/4w (8db and 5.5 db) analog loop UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE • 2w digital loop(IDSL capable) • 4w digital loop DS1 • UNE Subloop • UNE Loop – DS3 • UNE Loop –OC level • UNE Dark Fiber • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links (New and Conversions) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks </div> <div> Verizon <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform – Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above. • Subloop (Diagnostic) • Dark Fiber (Diagnostic) </div> </div>
Measurable Standard:	<div> Benchmark: Standard - <div> Assignment Jeopardies 90% within 1 day </div> <div> Install. Jeopardies (POTS) 95% within 15 minutes </div> <div> Install. Jeopardies (Specials) 95% within 3 hours </div> <div> Missed Commit Notices 95% within 24 hours </div> </div>

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Delays for customer reasons • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<p>Raw data will include jeopardy codes.</p> <ul style="list-style-type: none"> • SBC/California tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically. • For this measure, Resale Centrex will be assessed against the POTS benchmark standards since this product is provisioned using the POTS provisioning process (SBC/California only).
<i>Notes:</i>	<ul style="list-style-type: none"> • If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs. • Excluded data will be made available upon request through the raw data/excluded data process (For SBC/California, excluded data include CLEC/customer caused delays.) • For Verizon, jeopardies issued on the due date are considered either installation or notifications of missed commitments.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 7

Title: Average Completed Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
<i>Method of Calculation:</i>	<p>Parity: Sum(Business days from receipt of valid, error-free service request to completion date in service order system for New, Move and Change orders / Total New, Move and Change orders Completed in the Reporting Period)</p> <p>Benchmark: (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders Completed in the Reporting Period) x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	By service group type and field work/no field work where applicable.
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

Measurable Standard:	<p>SBC/California</p> <p>Parity for Resale is Retail:</p> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop without LNP <ul style="list-style-type: none"> • UNE Subloop • 2/4w (8db and 5.5db) analog loop with LNP • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • UNE Loop – DS3 • UNE Loop – OC level • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • VG - Conversion • DS1 New • DS1 -Conversion • DS3 and above New • DS3 and above-Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • Benchmark: 95% within the standard interval • ISDN(BRI) • Benchmark: 95% within the standard interval <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN(BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • DS3 • OC level service • POTS - Business (non -fielded) • Special Services (non -fielded) • DS1 • DS3 • OC level service (Diagnostic) • VGPL new orders • VGPL change orders • DS1 new orders • DS1 change orders • DS3 and above new orders • DS3 and above change orders • Business POTS FW/NFW • Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	---

<i>Measurable Standard:</i>	<u>Verizon</u>	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • UNE Loop DS0 • UNE Loop DS1 • UNE Loop DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non -Conditioned • EEL <ul style="list-style-type: none"> • DS0 - New • DS0- Conversion • DS1 New • DS1 -Conversion • DS3 and above New • DS3 and above-Conversion • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non Dispatched and Retail Specials Non Dispatched • DS1 and below service • DS3 and above service • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing - Non Conditioned • <ul style="list-style-type: none"> • DS0 new orders • DS0 change orders • DS1 new orders • DS1 change orders • DS3 and above new orders • DS3 and above change orders • (Diagnostic) • (Diagnostic)

Exclusions:	<ul style="list-style-type: none"> • Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only) • Record only and ILEC official orders. • Services for which due date is negotiated, i. e. DS3, OC level • Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Verizon will not exclude projects. • Results for UNE Subloops will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically. • For Verizon, results for UNE subloop and Dark Fiber will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Projects are defined as:(SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops: <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
<i>Method of Calculation:</i>	(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders) x100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	By service group type excluding services with flexible due dates.
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

Measurable Standard:	<table> <tr> <td data-bbox="451 100 922 1791"> SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • UNE Loop – DS3 • UNE loop – OC level • Dark Fiber • UNE Port– Specials • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level UNE Platform <ul style="list-style-type: none"> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks Verizon <ul style="list-style-type: none"> • Resale Specials • Line Sharing Non-Conditioned Non-Dispatched </td><td data-bbox="922 100 1528 1791"> SBC/California Retail <ul style="list-style-type: none"> • Specials • ISDN(BRI) • Benchmark: 95% within the Standard Interval <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN (BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • DS3 • OC level service Diagnostic <ul style="list-style-type: none"> • Retail Specials • VGPL service • DS1 service • DS3 service • DS1 • DS3 • OC level service • Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks • Retail Specials • Retail Linesharing Non-Conditioned Non- Dispatched </td></tr> </table>	SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • UNE Loop – DS3 • UNE loop – OC level • Dark Fiber • UNE Port– Specials • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level UNE Platform <ul style="list-style-type: none"> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks Verizon <ul style="list-style-type: none"> • Resale Specials • Line Sharing Non-Conditioned Non-Dispatched 	SBC/California Retail <ul style="list-style-type: none"> • Specials • ISDN(BRI) • Benchmark: 95% within the Standard Interval <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN (BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • DS3 • OC level service Diagnostic <ul style="list-style-type: none"> • Retail Specials • VGPL service • DS1 service • DS3 service • DS1 • DS3 • OC level service • Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks • Retail Specials • Retail Linesharing Non-Conditioned Non- Dispatched
SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • UNE Loop – DS3 • UNE loop – OC level • Dark Fiber • UNE Port– Specials • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level UNE Platform <ul style="list-style-type: none"> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks Verizon <ul style="list-style-type: none"> • Resale Specials • Line Sharing Non-Conditioned Non-Dispatched 	SBC/California Retail <ul style="list-style-type: none"> • Specials • ISDN(BRI) • Benchmark: 95% within the Standard Interval <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN (BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • DS3 • OC level service Diagnostic <ul style="list-style-type: none"> • Retail Specials • VGPL service • DS1 service • DS3 service • DS1 • DS3 • OC level service • Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks • Retail Specials • Retail Linesharing Non-Conditioned Non- Dispatched 		

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only) • Record only and ILEC official orders. • Services for which due date is negotiated • Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Results for UNE Subloops and Dark Fiber will be tracked diagnostically. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Projects are defined as:(SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops: <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks
<i>Notes:</i>	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 8A

Title: Percent Completed within the Customer Requested Due Date
(SBC/California only)

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by the ILEC.
<i>Method of Calculation:</i>	(Number of orders installed within the requested interval / Total number of orders not subject to exclusions) x100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California</p> <p>Parity for Resale and UNE P</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop <p>Benchmark: 95% on time for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2w (8db and 5.5db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop (ISDN capable) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop (xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-conditioned • 4w digital loop (DS1) • UNE loop - DS3 • UNE loop – OC level • UNE Port–Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber <p>Enhanced Extended Links</p> <ul style="list-style-type: none"> • VG - Conversion • DS1 - New • DS1 -Conversion • DS3- New • DS3-Conversion • OC level - New • OC level -Conversion <ul style="list-style-type: none"> • Interconnection Trunks 	<p>SBC/California Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS • VG Specials • ISDN BRI FW/NFW • ISDN PRI FW/NFW
-----------------------------	--	--

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Customer caused misses, excludes all orders except N, T and C orders, excludes weekends and all holidays
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.) • This measure will not be subject to Incentives payments.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<p>SBC/California: Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP).</p> <p><i>* Note: "Committed time" means within one hour of committed order due time</i></p> <p>Verizon: Measures the percentage of coordinated orders (CC/CHC) completed by committed time* where CLEC has requested coordination (including LNP)</p> <p><i>* Note: "Committed time" means within one hour of committed order due time</i></p>
<i>Method of Calculation:</i>	<p>SBC/California: ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100</p> <p>Verizon: (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • LNP coordinated conversions and all other coordinated conversions (SBC/California) • Coordinated Orders (CC/CHC) including LNP (Verizon only) • DSL Capable Loops
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California: Benchmark:</p> <p>Coordinated Conversions (Excluding LNP) Standard - 95% on time</p> <ul style="list-style-type: none"> • Basic UNE loops (1-12 loops) conversions (diagnostic) • All other coordinated conversions (except LNP)(diagnostic) • DSL Capable Loops (diagnostic) <p>LNP Conversions Standard - 98% on time</p> <p>Verizon: Benchmark: Standard - 95% on time Coordinated Conversions (CC) <i>Designed and Non-Designed</i></p> <table> <tr> <th><u>Line Size</u></th><th><u>Committed Completion Interval</u></th></tr> <tr> <td>From 1 to 49 lines:</td><td>1 work hour</td></tr> <tr> <td>50 to 99 lines:</td><td>2 work hours</td></tr> <tr> <td>100 to 199 lines:</td><td>3 work hours</td></tr> <tr> <td>200 plus lines:</td><td>4 work hours</td></tr> </table> <p>Coordinated Hot Cut (CHC) <i>Designed and Non-Designed</i></p> <table> <tr> <th><u>Line Size</u></th><th><u>Committed Completion Interval</u></th></tr> <tr> <td>From 1 to 20 lines:</td><td>1 work hours</td></tr> <tr> <td>21 to 30 lines:</td><td>1.5 work hours</td></tr> <tr> <td>31 to 40 lines:</td><td>2 work hours</td></tr> <tr> <td>41 to 50 lines:</td><td>2.5 work hours</td></tr> <tr> <td>51 to 60 lines:</td><td>3 work hours</td></tr> <tr> <td>61 to 70 lines:</td><td>3.5 work hours</td></tr> <tr> <td>71 to 80 lines:</td><td>4 work hours</td></tr> <tr> <td>81 to 90 lines:</td><td>4.5 work hours</td></tr> <tr> <td>91 to 100 lines:</td><td>5 work hours*</td></tr> </table> <p>*Add an additional ½ hour for each additional 10 lines or increments thereof.</p> <ul style="list-style-type: none"> • UNE loop xDSL capable (diagnostic) 	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 49 lines:	1 work hour	50 to 99 lines:	2 work hours	100 to 199 lines:	3 work hours	200 plus lines:	4 work hours	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 20 lines:	1 work hours	21 to 30 lines:	1.5 work hours	31 to 40 lines:	2 work hours	41 to 50 lines:	2.5 work hours	51 to 60 lines:	3 work hours	61 to 70 lines:	3.5 work hours	71 to 80 lines:	4 work hours	81 to 90 lines:	4.5 work hours	91 to 100 lines:	5 work hours*
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 49 lines:	1 work hour																														
50 to 99 lines:	2 work hours																														
100 to 199 lines:	3 work hours																														
200 plus lines:	4 work hours																														
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 20 lines:	1 work hours																														
21 to 30 lines:	1.5 work hours																														
31 to 40 lines:	2 work hours																														
41 to 50 lines:	2.5 work hours																														
51 to 60 lines:	3 work hours																														
61 to 70 lines:	3.5 work hours																														
71 to 80 lines:	4 work hours																														
81 to 90 lines:	4.5 work hours																														
91 to 100 lines:	5 work hours*																														
Exclusions:	<ul style="list-style-type: none"> • CLEC caused misses • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 																														

<i>Business Rules:</i>	<ul style="list-style-type: none"> DSL Capable Loops will be included in aggregate performance and will be reported as an individual submeasure on a diagnostic basis for both SBC and Verizon. For SBC, the standard will be 95% within committed interval. For purposes of this measure, the committed interval for DSL for SBC/California is the same as PM9A (DSL Capable loops) plus one hour.
<i>Notes:</i>	<ul style="list-style-type: none"> "Cutovers" include initial and subsequent attempts to complete a cutover. (SBC/California only) Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9A

Title: Frame Due Time Conversions as a Percentage On-Time - SBC/California only

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT. * Note: “Committed time” means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm).
<i>Method of Calculation:</i>	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
<i>Reported By:</i>	Basic loops with LNP, Basic loops without LNP, Standalone LNP, and DSL capable loops.
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: <ul style="list-style-type: none"> Standard 96% w/in conversion interval (assessed at the CLEC aggregate level) Standard – 95% w/in conversion interval (assessed at the individual CLEC level) Conversion intervals: <ul style="list-style-type: none"> 1-19 basic loops up w/in 1 hour 1 - 99 telephone numbers on standalone LNP – w/in 1 hour DSL capable loops <ul style="list-style-type: none"> 1-2 loops – w/in 40 minutes 3-5 loops – w/in 2 hours 6 – 19 loops – w/in 5 hours
<i>Exclusions:</i>	<ul style="list-style-type: none"> CLEC caused misses FDT conversions where the CLEC has requested an early start on the conversion not associated with a supplemental service order. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> Applies to CLEC requested FDT orders only
<i>Notes:</i>	<ul style="list-style-type: none"> “Cutovers” include initial and subsequent attempts to complete a cutover. Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses and service requests > 19 basic loops or over 99 TNs (LNP).

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 10

Title: LNP Network Provisioning

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
<i>Method of Calculation:</i>	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark for SBC/California <ul style="list-style-type: none"> Standard - no more than 0.25% failure Benchmark for Verizon <ul style="list-style-type: none"> Standard - no more than 2% failure
<i>Exclusions:</i>	<ul style="list-style-type: none"> Total failures from the NPAC to <i>all</i> LSMS systems. Broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (SBC/California only) Large porting activities (500 TNs or greater) (SBC/California only) Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> Provisioning failure data will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)
<i>Notes:</i>	<ul style="list-style-type: none"> Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include total failures from the NPAC to all LSMS systems, broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) and large porting activities (500 TNs or greater).)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 11

Title: Percent of Due Dates Missed

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders where installation was not completed by the due date.
<i>Method of Calculation:</i>	$\left[\frac{\text{Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders}}{\text{Total Number of New, Move and Change Orders}} \right] \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

Measurable Standard:	<ul style="list-style-type: none"> • SBC/California • Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop(DS1) • UNE loop – DS3 • UNE loop – OC level service • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG – New • VG - Conversion • DS1 - New • DS1 -Conversion • DS3 and above - New • DS3 and above-Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<ul style="list-style-type: none"> • SBC/California Retail • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark : 5% • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • UNE loop – DS3 • OC level service • POTS - Business (non-fielded) • Specials (non-fielded) • DS1 • DS3 • OC level service <i>Diagnostic</i> <ul style="list-style-type: none"> • VGPL new orders • VGPL change orders • DS1 new orders • DS1 change orders • DS3 new service • DS3 change orders • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	--	---

<i>Measurable Standard:</i>	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 - New • DS0 – Conversion • DS1 – New • DS1 Conversion • DS3 and above – New • DS3 and above – Conversion • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non Dispatched and Retail Specials Non Dispatched • DS0 • DS1 • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing - Non Conditioned • Retail POTS - Total Business & Residence, Non-Dispatched • DS0 new orders • DS0 change orders • DS1 new orders • DS1 change orders • DS3 new orders • DS3 change orders • (Diagnostic) • (Diagnostic)
<i>Exclusions;</i>	<ul style="list-style-type: none"> • Customer caused misses are excluded from the numerator • For UNE loop services, feature only orders are excluded from the retail analog • Record only and ILEC official orders • Orders where acceptance testing is delayed as a result of CLEC action or inaction (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only)
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses) • Field work and no field work designations will be included in the raw data. (SBC/California only) • For Verizon, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 11A

Title: Loop Acceptance Testing (LAT) Not Completed On Time

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.
<i>Method of Calculation:</i>	(Count of orders for which the loop acceptance test is not accomplished by the due date / Total number of loop acceptance tests requested.) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	CLEC, all CLECs and ILEC Affiliate
<i>Reported By:</i>	DSL Capable Loops
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: Standard – no more than 5% (Verizon only)
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Orders where LAT not requested • CLEC or customer caused misses
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Loop Acceptance Test is where a ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. • Loop Acceptance Test is completed on or before due date. • The ILEC Technician will contact the CLEC. • The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).
<i>Notes:</i>	<ul style="list-style-type: none"> • Measure to be implemented with a 5% standard no later than the January 2004 report month (Verizon only). • SBC/California will track results diagnostically for three months after measure implementation and develop benchmark from historical data.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure “Percent Missed Due Dates”
<i>Method of Calculation:</i>	(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

Measurable Standard:	<p>SBC/California Parity for Resale is Retail</p> <div> <div> Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials </div> <div> Retail Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials </div> </div> <p>Parity measured for the following UNEs:</p> <table> <tr> <td>• 2/4w (8db and 5.5 db) analog loop</td><td>• POTS - Business (fielded)</td></tr> <tr> <td>• 2w digital loop(ISDN capable)</td><td>• ISDN(BRI)</td></tr> <tr> <td>• 2w digital loop(xDSL capable)</td><td>• Benchmark: 5%</td></tr> <tr> <td>• 2w digital loop(IDSL capable)</td><td>• ISDN (BRI)</td></tr> <tr> <td>• High Bandwidth line sharing UNE</td><td>• High Bandwidth line sharing UNE provided to ASI</td></tr> <tr> <td>• 4w digital loop (DS1)</td><td>• DS1</td></tr> <tr> <td>• UNE loop – DS3</td><td>• DS3</td></tr> <tr> <td>• UNE loop – OC level</td><td>• OC level service</td></tr> <tr> <td>• UNE Dedicated Transport</td><td></td></tr> <tr> <td> • DS1</td><td>• DS1</td></tr> <tr> <td> • DS3</td><td>• DS3</td></tr> <tr> <td> • OC level</td><td>• OC level service</td></tr> <tr> <td>• Enhanced Extended Links</td><td></td></tr> <tr> <td> • VG - New</td><td>• VGPL new orders</td></tr> <tr> <td> • DS1 New</td><td>• DS1 new orders</td></tr> <tr> <td> • DS3 and above – New</td><td>• DS3 new orders</td></tr> <tr> <td>• UNE Platform</td><td></td></tr> <tr> <td> • Basic port and loop</td><td>• Business POTS FW</td></tr> <tr> <td> • Special port and basic loop</td><td>• Retail Voice Grade Specials FW/NFW</td></tr> <tr> <td> • ISDN BRI port and loop</td><td>• ISDN BRI FW/NFW</td></tr> <tr> <td> • ISDN PRI port and loop</td><td>• ISDN PRI FW/NFW</td></tr> <tr> <td>• Interconnection Trunks</td><td>• ILEC Dedicated Trunks</td></tr> </table>	• 2/4w (8db and 5.5 db) analog loop	• POTS - Business (fielded)	• 2w digital loop(ISDN capable)	• ISDN(BRI)	• 2w digital loop(xDSL capable)	• Benchmark: 5%	• 2w digital loop(IDSL capable)	• ISDN (BRI)	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	• 4w digital loop (DS1)	• DS1	• UNE loop – DS3	• DS3	• UNE loop – OC level	• OC level service	• UNE Dedicated Transport		• DS1	• DS1	• DS3	• DS3	• OC level	• OC level service	• Enhanced Extended Links		• VG - New	• VGPL new orders	• DS1 New	• DS1 new orders	• DS3 and above – New	• DS3 new orders	• UNE Platform		• Basic port and loop	• Business POTS FW	• Special port and basic loop	• Retail Voice Grade Specials FW/NFW	• ISDN BRI port and loop	• ISDN BRI FW/NFW	• ISDN PRI port and loop	• ISDN PRI FW/NFW	• Interconnection Trunks	• ILEC Dedicated Trunks
• 2/4w (8db and 5.5 db) analog loop	• POTS - Business (fielded)																																												
• 2w digital loop(ISDN capable)	• ISDN(BRI)																																												
• 2w digital loop(xDSL capable)	• Benchmark: 5%																																												
• 2w digital loop(IDSL capable)	• ISDN (BRI)																																												
• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI																																												
• 4w digital loop (DS1)	• DS1																																												
• UNE loop – DS3	• DS3																																												
• UNE loop – OC level	• OC level service																																												
• UNE Dedicated Transport																																													
• DS1	• DS1																																												
• DS3	• DS3																																												
• OC level	• OC level service																																												
• Enhanced Extended Links																																													
• VG - New	• VGPL new orders																																												
• DS1 New	• DS1 new orders																																												
• DS3 and above – New	• DS3 new orders																																												
• UNE Platform																																													
• Basic port and loop	• Business POTS FW																																												
• Special port and basic loop	• Retail Voice Grade Specials FW/NFW																																												
• ISDN BRI port and loop	• ISDN BRI FW/NFW																																												
• ISDN PRI port and loop	• ISDN PRI FW/NFW																																												
• Interconnection Trunks	• ILEC Dedicated Trunks																																												

Measurable Standard:	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • EEL <ul style="list-style-type: none"> • DS0 - New • DS1 – New • DS3 and above – New • Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail Linesharing - Conditioned • Retail Linesharing - Non -Conditioned • Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched • DS0 • DS1 • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • DS0 new orders • DS1new orders • DS3 and above new orders • (Diagnostic)
Exclusions:	<ul style="list-style-type: none"> • For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	
Business Rules:	<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • Results for UNE Subloop will be tracked diagnostically (Verizon only) 	
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Field work and no field work designations will be included in the raw data. (SBC/California only) 	

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
<i>Method of Calculation:</i>	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • By service group type • Average Days Delayed (SBC/California only) • Disaggregated by 1-30 days, 31-90 days and >90 days (Diagnostic only - SBC/California)
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop (IDSL capable) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 - New • DS3 and above– New • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • DS1 • DS3 • OC level service • VGPL new orders • DS1 new orders • DS3 new orders • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
-----------------------------	--

Measurable Standard:	Verizon <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform – Specials. • Interconnection Trunks • EEL <ul style="list-style-type: none"> • DS0 - New • DS1 – New • DS3 and above – New • Subloop 	Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail Linesharing- Conditioned • Retail Linesharing- Non - Conditioned • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • DS0 new orders • DS1 new orders • DS3 and above new orders • (Diagnostic)
Exclusions:	<ul style="list-style-type: none"> • For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	
Business Rules:	<ul style="list-style-type: none"> • Reported as overall delay order interval to completion (SBC/California only). • For diagnostic purposes only, additional disaggregation of results will be grouped as delays occurring for 1-30 days, 31-90 days and > 90 days. (SBC/California only) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • For Verizon, results for UNE Subloops will be tracked diagnostically 	
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service, which has similar characteristics. • SBC/California will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. 	

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
<i>Method of Calculation:</i>	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) <i>Note: For all orders pending and past the committed due date.</i>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<table> <tr> <td data-bbox="451 132 906 1598"> SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks </td><td data-bbox="906 132 1516 1598"> Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • POTS - Business (non-fielded) • Specials • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks </td></tr> </table>	SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • POTS - Business (non-fielded) • Specials • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
SBC/California Parity for Resale is Retail Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • POTS - Business (non-fielded) • Specials • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks 		

Measurable Standard:	<table border="0"> <thead> <tr> <th data-bbox="449 128 889 163">Verizon</th><th data-bbox="889 128 1534 163">Retail</th></tr> </thead> <tbody> <tr> <td>• Resale POTS- Residence</td><td>• Retail POTS - Residence</td></tr> <tr> <td>• Resale POTS-Business</td><td>• Retail POTS - Business</td></tr> <tr> <td>• Resale Specials</td><td>• Retail Specials</td></tr> <tr> <td>• UNE loop Non-designed</td><td>• B1 Dispatched Non Designed</td></tr> <tr> <td>• UNE loop Designed</td><td></td></tr> <tr> <td> • DS0</td><td>• DS0</td></tr> <tr> <td> • DS1</td><td>• DS1</td></tr> <tr> <td> • DS3 and above</td><td>• DS3 and above</td></tr> <tr> <td>• UNE loop xDSL capable</td><td>• Retail ISDN BRI</td></tr> <tr> <td>• UNE loop IDSL capable</td><td>• Retail ISDN BRI</td></tr> <tr> <td>• UNE Port</td><td>• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</td></tr> <tr> <td>• UNE Transport</td><td></td></tr> <tr> <td> • DS0</td><td>• DS0</td></tr> <tr> <td> • DS1</td><td>• DS1</td></tr> <tr> <td> • DS3 and above</td><td>• DS3 and above</td></tr> <tr> <td>• UNE Platform – POTS</td><td>• Retail POTS</td></tr> <tr> <td>• UNE Platform - Specials</td><td>• Retail Specials</td></tr> <tr> <td>• Interconnection Trunks</td><td>• ILEC Dedicated Trunks</td></tr> <tr> <td>• Line Sharing - Conditioned</td><td>• Retail Linesharing - Conditioned</td></tr> <tr> <td>• Line Sharing - Non-Conditioned</td><td>• Retail Linesharing - Non - Conditioned</td></tr> <tr> <td>• LNP</td><td>• Retail POTS - Total Bus & Res, Non-Disp</td></tr> <tr> <td>• EEL (New and Conversions)</td><td></td></tr> <tr> <td> • DS0</td><td>• DS0</td></tr> <tr> <td> • DS1</td><td>• DS1</td></tr> <tr> <td> • DS3 and above</td><td>• DS3 and above</td></tr> <tr> <td>• Subloop</td><td>• (Diagnostic)</td></tr> <tr> <td>• Dark Fiber</td><td>• (Diagnostic)</td></tr> </tbody> </table>	Verizon	Retail	• Resale POTS- Residence	• Retail POTS - Residence	• Resale POTS-Business	• Retail POTS - Business	• Resale Specials	• Retail Specials	• UNE loop Non-designed	• B1 Dispatched Non Designed	• UNE loop Designed		• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• UNE loop xDSL capable	• Retail ISDN BRI	• UNE loop IDSL capable	• Retail ISDN BRI	• UNE Port	• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched	• UNE Transport		• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• UNE Platform – POTS	• Retail POTS	• UNE Platform - Specials	• Retail Specials	• Interconnection Trunks	• ILEC Dedicated Trunks	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned	• Line Sharing - Non-Conditioned	• Retail Linesharing - Non - Conditioned	• LNP	• Retail POTS - Total Bus & Res, Non-Disp	• EEL (New and Conversions)		• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• Subloop	• (Diagnostic)	• Dark Fiber	• (Diagnostic)
Verizon	Retail																																																								
• Resale POTS- Residence	• Retail POTS - Residence																																																								
• Resale POTS-Business	• Retail POTS - Business																																																								
• Resale Specials	• Retail Specials																																																								
• UNE loop Non-designed	• B1 Dispatched Non Designed																																																								
• UNE loop Designed																																																									
• DS0	• DS0																																																								
• DS1	• DS1																																																								
• DS3 and above	• DS3 and above																																																								
• UNE loop xDSL capable	• Retail ISDN BRI																																																								
• UNE loop IDSL capable	• Retail ISDN BRI																																																								
• UNE Port	• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched																																																								
• UNE Transport																																																									
• DS0	• DS0																																																								
• DS1	• DS1																																																								
• DS3 and above	• DS3 and above																																																								
• UNE Platform – POTS	• Retail POTS																																																								
• UNE Platform - Specials	• Retail Specials																																																								
• Interconnection Trunks	• ILEC Dedicated Trunks																																																								
• Line Sharing - Conditioned	• Retail Linesharing - Conditioned																																																								
• Line Sharing - Non-Conditioned	• Retail Linesharing - Non - Conditioned																																																								
• LNP	• Retail POTS - Total Bus & Res, Non-Disp																																																								
• EEL (New and Conversions)																																																									
• DS0	• DS0																																																								
• DS1	• DS1																																																								
• DS3 and above	• DS3 and above																																																								
• Subloop	• (Diagnostic)																																																								
• Dark Fiber	• (Diagnostic)																																																								
Exclusions:	<ul style="list-style-type: none"> • Customer caused misses. • For UNE loop services, feature-only orders are excluded from retail analog. • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 																																																								
Business Rules:	<ul style="list-style-type: none"> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. 																																																								

Notes:	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/ California, excluded data include CLEC/customer caused misses)
---------------	--

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 15

Title: Provisioning Trouble Reports

<i>Area</i>	<i>Requirement Description</i>		
<i>Description:</i>	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.		
<i>Method of Calculation:</i>	(Number of provisioning trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) x 100		
<i>Report Period:</i>	Monthly		
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates		
<i>Reported By:</i>	<ul style="list-style-type: none"> • By Service Group Type • By Affecting Service and Out of Service 		
<i>Geographic Level:</i>	Statewide		
<i>Measurable Standard:</i>	<p>SBC/California:</p> <p>Parity:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>Resale</p> <ul style="list-style-type: none"> • UNE Loop(incl. DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - 1% or less • XDSL UNE Loop <ul style="list-style-type: none"> • Standard – TBD </td><td style="vertical-align: top; width: 50%;"> <p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW) </td></tr> </table>	<p>Resale</p> <ul style="list-style-type: none"> • UNE Loop(incl. DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - 1% or less • XDSL UNE Loop <ul style="list-style-type: none"> • Standard – TBD 	<p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW)
<p>Resale</p> <ul style="list-style-type: none"> • UNE Loop(incl. DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - 1% or less • XDSL UNE Loop <ul style="list-style-type: none"> • Standard – TBD 	<p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW) 		

	Verizon: Benchmark: <ul style="list-style-type: none"> • Resale POTS (Residence) 2.0% • Resale POTS (Business) 3.0% • Resale Specials 8.0% • UNE Loop Non-designed 3.0% • UNE Loop Designed 5.0% • UNE Loop xDSL Capable 3.0% • UNE Loop IDSL Capable 5.0% • LNP 5.0% • Linesharing 3.0% • UNE P (POTS) 3.0% • UNE P (Specials) 10.0%
Exclusions:	<ul style="list-style-type: none"> • Troubles associated with inside wire • For UNE loops, feature only orders are excluded from retail analog • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below: <p>SBC/California</p> <ul style="list-style-type: none"> RESALE Resale POTS – 3 days Resale Specials <ul style="list-style-type: none"> ISDN BRI (no repeater) –6 days, ISDN BRI (repeater) – 11 days Centrex – 4 days PBX – 13 days DDS – 11 days DS1, DS3 – 8 days VGPL/DS0 – 11 days UNE LOOP <ul style="list-style-type: none"> Basic loop – 3 days ISDN capable (no repeater – 6 days, ISDN (repeater) – 11 days DS1, DS3 – 8 days XDSL LOOP <ul style="list-style-type: none"> Non-conditioned – 6 days, Conditioned – 11 days LINESHARING <ul style="list-style-type: none"> Non-conditioned – 4 days, Conditioned – 11 days UNE Platform – 3 days LNP - 4 days <p>Verizon</p> <ul style="list-style-type: none"> Resale POTS (Residence) – 3 days Resale POTS (Business) – 3 days Resale Specials – 11 days UNE Loop – Non-Designed – 3 days UNE Loop –Designed – 8 days UNE Loop - XDSL Capable <ul style="list-style-type: none"> Non-conditioned – 3 days Conditioned – 11 days UNE Loop - IDSL Capable – 8 days LNP - 3 days Linesharing <ul style="list-style-type: none"> Non-conditioned – 3 days Conditioned – 11 days UNE Platform – 3 days <ul style="list-style-type: none"> POTS – 3 days Specials – 11days <ul style="list-style-type: none"> The tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval. If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval. If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.
--------------------------------------	--

Notes:	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis Codes for Special services as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, and cancelled trouble tickets.)
---------------	---

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 15A

Title: Average Time to Restore Provisioning Troubles

<i>Area</i>	<i>Requirement Description</i>		
<i>Description:</i>	Measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.		
<i>Method of Calculation:</i>	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)		
<i>Report Period:</i>	Monthly		
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates		
<i>Reported By:</i>	<ul style="list-style-type: none"> • By Service Group Type • By Affecting Service and Out of Service 		
<i>Geographic Level:</i>	Statewide		
<i>Measurable Standard:</i>	<p>SBC/California:</p> <p>Parity:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Resale</p> <ul style="list-style-type: none"> • UNE Loop (incl.DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • XDSL Capable Loop • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - average of 4 hours </td><td style="width: 50%; vertical-align: top;"> <p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and Central Office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW) </td></tr> </table>	<p>Resale</p> <ul style="list-style-type: none"> • UNE Loop (incl.DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • XDSL Capable Loop • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - average of 4 hours 	<p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and Central Office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW)
<p>Resale</p> <ul style="list-style-type: none"> • UNE Loop (incl.DS1, DS3 and OC level) • High Bandwidth Line sharing UNE • XDSL Capable Loop • UNE P <p>Benchmark:</p> <ul style="list-style-type: none"> • LNP - Port Out <ul style="list-style-type: none"> • Standard - average of 4 hours 	<p>Retail services</p> <ul style="list-style-type: none"> • Retail services (outside plant disposition codes and Central Office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • High Bandwidth line sharing UNE provided to ASI • Retail Residential and Business Basic POTS (FW/NFW) 		

Measurable Standard:	<table border="0"> <tr> <td data-bbox="443 134 998 829"> Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) </td><td data-bbox="998 134 1528 829"> Retail <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials </td></tr> </table>	Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) 	Retail <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials
Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) 	Retail <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials 		
Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 		
Business Rules:	<ul style="list-style-type: none"> • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). • The tracking interval of a service order will be the number of days, as defined in PM 15, up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended. • If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval. • If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles. 		

Notes:	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis Codes for Special services as diagnostic data upon raw data request. • Verizon will provide disaggregation by Maintenance Disposition codes for all measured services as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets, CLEC/customer caused delays and troubles associated with inside wire.)
---------------	---

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for Special Services Orders

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion
<i>Method of Calculation:</i>	<p>(Total Number of relevant service orders with Customer Trouble reports within the 30 day tracking interval* / Total Number of relevant service orders **(new, move and change)) x 100</p> <p>* The period of 30 calendar days following the completion of a special service order will be called the 30 day tracking interval</p> <p>**The N, T and C special service orders whose 30 day tracking interval end during the reporting period will be called the relevant service orders for the period.</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

Measurable Standard:	<p>SBC/California Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Sub -Loop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop –OC level • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • DS3 • UNE Platform <ul style="list-style-type: none"> • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail:</p> <ul style="list-style-type: none"> • Specials • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) <p>Benchmark: 8%</p> <ul style="list-style-type: none"> • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • Retail Special (non-dispatched) • DS1 • DS3 • OC level <p>Diagnostic</p> <ul style="list-style-type: none"> • VGPL service • DS1 service • DS3 service • Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • Benchmark: 3%
-----------------------------	--

Measurable Standard:	<table> <tr> <th data-bbox="451 134 906 170">Verizon:</th><th data-bbox="906 134 1526 170">Retail</th></tr> <tr> <td data-bbox="451 197 906 1161"> <ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - Specials • Line Sharing – Conditioned • Line Sharing - Non Conditioned • Interconnection Trunks • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above </td><td data-bbox="906 197 1526 1161"> <ul style="list-style-type: none"> • Retail Specials <ul style="list-style-type: none"> • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • DS0 • DS1 • DS3 and above • Retail Specials • Retail Linesharing - Conditioned • Retail Linesharing – Non-Conditioned • ILEC Dedicated Trunks • DS0 service • DS1 service • DS3 and above service </td></tr> </table>	Verizon:	Retail	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - Specials • Line Sharing – Conditioned • Line Sharing - Non Conditioned • Interconnection Trunks • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above 	<ul style="list-style-type: none"> • Retail Specials <ul style="list-style-type: none"> • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • DS0 • DS1 • DS3 and above • Retail Specials • Retail Linesharing - Conditioned • Retail Linesharing – Non-Conditioned • ILEC Dedicated Trunks • DS0 service • DS1 service • DS3 and above service
Verizon:	Retail				
<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - Specials • Line Sharing – Conditioned • Line Sharing - Non Conditioned • Interconnection Trunks • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above 	<ul style="list-style-type: none"> • Retail Specials <ul style="list-style-type: none"> • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • DS0 • DS1 • DS3 and above • Retail Specials • Retail Linesharing - Conditioned • Retail Linesharing – Non-Conditioned • ILEC Dedicated Trunks • DS0 service • DS1 service • DS3 and above service 				
Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Troubles associated with inside wire • Subsequent reports. • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Cancelled tickets • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Trouble Reports Received on the Due Date for orders other than new installations. 				

<i>Business Rules:</i>	<ul style="list-style-type: none"> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
<i>Notes:</i>	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Trouble and Analysis codes and Verizon will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Field work and no field work designations will be included in the raw data. (SBC/California only) • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.).

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for Non-Special Orders - Verizon only
Percentage Trouble in 10 Days for Non-Special Orders - SBC/California only

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of network customer trouble reports received within 7 (Verizon) or 10 (SBC/California) calendar days of service order completion.
<i>Method of Calculation:</i>	<p>(Total Number of relevant service orders with Customer Trouble reports within the 10 day tracking interval* / Total Number of relevant service orders **(new, move and change) x 100</p> <p>* The period of 7/10 calendar days following the completion of a non-special service order will be called the 7/10 day tracking interval</p> <p>**The N, T and C non-special service orders whose 7/10 day tracking interval end during the reporting period will be called the relevant service orders for the period.</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type (including LNP) and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<div> <div> SBC/California Parity for Resale is Retail (non-special services only) Resale: <ul style="list-style-type: none"> • Residential POTS • Business POTS </div> <div> Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS </div> </div> <div> Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) loop <ul style="list-style-type: none"> • UNE Sub-Loop • FDT orders • TBCC orders • Business POTS (outside plant disposition codes and central office wiring disposition codes) • Business POTS (non-disp) • Retail POTS – Res. (disp/non-disp) • Retail POTS – Bus. (disp/non-disp) • Benchmark of no more than 1% troubles. • UNE Port – Non-specials • UNE Platform -Basic port and basic loop (Res.) • UNE Platform -Basic port and basic loop (Bus.) • LNP (Port Out) </div> <div> Verizon <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform – POTS • LNP • Subloop </div> <div> Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • B1 Dispatched Non Designed • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS • Retail POTS- Total Business & Residence, Non-Dispatched • (Diagnostic) </div>
-----------------------------	--

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Measure includes troubles reports received on the due date for new installations (SBC/California). • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for UNE Subloops will be tracked diagnostically. • FDT and TBCC (for UNE loops) will be tracked diagnostically (SBC/California only)
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.) • Field work and no field work designations will be included in the raw data. (SBC/California only)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 18

Title: Completion Notice Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of completion notices returned within the time specified in the measurable standard.
<i>Method of Calculation:</i>	<p>Fully Electronic: (Number of Completion Notices Returned within “X” Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100</p> <p>All Other Interfaces: (Number of Completion Notices Returned within “X” Interval) / (Number of Orders Completed where the Completion Notice is Returned Using All Other Processes) x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
<i>Reported By:</i>	All interfaces
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California: Fully electronic-</p> <ul style="list-style-type: none"> Standard -95% within 1hour <p>All other interfaces (including fallout from Fully electronic process):</p> <ul style="list-style-type: none"> Standard– 95% within 24 hours <p>Verizon: Fully Electronic (EDI)</p> <ul style="list-style-type: none"> Standard - 95% within 1 hour <p>Electronic Batch</p> <ul style="list-style-type: none"> Standard – 95% within 12 hours <p>All other interfaces</p> <ul style="list-style-type: none"> Standard – 90% within 24 hours
<i>Exclusions:</i>	<ul style="list-style-type: none"> Weekends and ILEC published holidays for manually handled completion notices. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none"> • 24-hour clock is used to measure interval for all other interfaces. • System hours will be used for fully electronic sub-measures • Verizon will report on the industry standard Completion Notice. • For Verizon, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For Verizon, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For Verizon, all other interfaces represent manual processes. • For Verizon, Electronic Batch will use the same calculation method as Fully Electronic
<i>Notes:</i>	<ul style="list-style-type: none"> • Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders). • If any party identifies that the fully electronic fallout level for LEX/EDI/LASR exceeds 2.5% (at the CLEC aggregate level) for three consecutive months, SBC/California will take immediate steps to reduce the fallout level to below 2%. Thereafter, if problem still exists in any of the following three months (i.e., the 4th, 5th or 6th month), SBC/California will reinstate diagnostic tracking of Fallout Level (maximum level of fallout no greater than 2%) within 60 days.

OSS OII Performance Measurements Report Requirements

Ordering

Measure 18A

Title: Percent Mechanized Line Loss Notifications

Area	Requirement Description
Description:	Percent Mechanized line loss notifications returned within X business days of the completion of work
Method of Calculation:	(Number of mechanized line loss notifications returned to the CLEC within X business day(s) of work completion/Total line loss notifications) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates (as appropriate)
Report By:	On a combined basis, all products for which line loss notifications are sent
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Benchmark: Standard - 95% within one business day</p> <p>Verizon: Benchmark: Standard – 95% with four business days</p>
Exclusions:	<ul style="list-style-type: none"> • CLEC-caused misses and delays. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Days are calculated by subtracting the date the line loss notification was made available via EDI interface (Verizon) or EDI and LEX interfaces (SBC/California) to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days. • Where CLEC access ILEC's systems using a Service Bureau Provider, the measurement of ILEC's performance shall not include Service Bureau Provider processing, availability or response time. • For this measure, business days include Saturday. (Verizon only) • Verizon will implement this measure in the first full report month ninety days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order.
Notes:	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded CLEC-misses and delays.

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 19

Title: Customer Trouble Report Rate

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/circuits/UNEs.
<i>Method of Calculation:</i>	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	By service group type (including LNP) & NXX Code Opening Troubles
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<table> <tr> <td data-bbox="451 132 922 1591"> SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5db) analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) High Bandwidth line sharing UNE 4w digital loop (DS1) UNE loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out NXX codes </td><td data-bbox="922 132 1526 1591"> Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) Benchmark: 2% High Bandwidth line sharing UNE provided to ASI DS1(outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) <ul style="list-style-type: none"> DS1 DS3 OC level service Diagnostic <ul style="list-style-type: none"> Benchmark:2% Benchmark: 5% Benchmark: 5% Residential POTS (non-disp, disp) Business POTS (non disp.,disp) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: .35% Benchmark: 0.1% </td></tr> </table>	SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5db) analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) High Bandwidth line sharing UNE 4w digital loop (DS1) UNE loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out NXX codes 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) Benchmark: 2% High Bandwidth line sharing UNE provided to ASI DS1(outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) <ul style="list-style-type: none"> DS1 DS3 OC level service Diagnostic <ul style="list-style-type: none"> Benchmark:2% Benchmark: 5% Benchmark: 5% Residential POTS (non-disp, disp) Business POTS (non disp.,disp) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: .35% Benchmark: 0.1%
SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5db) analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) High Bandwidth line sharing UNE 4w digital loop (DS1) UNE loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out NXX codes 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) Benchmark: 2% High Bandwidth line sharing UNE provided to ASI DS1(outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) <ul style="list-style-type: none"> DS1 DS3 OC level service Diagnostic <ul style="list-style-type: none"> Benchmark:2% Benchmark: 5% Benchmark: 5% Residential POTS (non-disp, disp) Business POTS (non disp.,disp) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: .35% Benchmark: 0.1% 		

<i>Measurable Standard:</i>	<u>Verizon</u>	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 and • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop • NXX codes 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • Retail POTS Res and Bus Dispatched • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non-Dispatched and Retail Specials • DS1 and below • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing – Non- Conditioned • Benchmark: No more than .35% of total trouble reports received for LNP • DS0 service • DS1 service • DS3 service • (Diagnostic) • (Diagnostic) • Benchmark: 0.1%

<i>Exclusions:</i>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • Troubles with inside wiring. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Access line/circuit count taken from previous month • Results for UNE Subloops (by loop type) and Dark Fiber are tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include Test okay (TOK) and Found Okay (FOK) reports.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of trouble reports not cleared by the commitment time.
<i>Method of Calculation:</i>	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure :</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<table> <tr> <td data-bbox="451 132 906 1925"> SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop <ul style="list-style-type: none"> 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Subloop UNE loop –DS3 UNE loop – OC level UNE Port – Non Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out </td><td data-bbox="906 132 1521 1925"> Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS1 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials(dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: 30% Benchmark: 30% Benchmark: 30% Residential POTS (non-disp, disp.) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp,disp) ILEC Dedicated Trunks Benchmark: No more than 1 missed commit per month per CLEC </td></tr> </table>	SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop <ul style="list-style-type: none"> 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Subloop UNE loop –DS3 UNE loop – OC level UNE Port – Non Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS1 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials(dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: 30% Benchmark: 30% Benchmark: 30% Residential POTS (non-disp, disp.) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp,disp) ILEC Dedicated Trunks Benchmark: No more than 1 missed commit per month per CLEC
SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop <ul style="list-style-type: none"> 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Subloop UNE loop –DS3 UNE loop – OC level UNE Port – Non Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS1 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials(dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: 30% Benchmark: 30% Benchmark: 30% Residential POTS (non-disp, disp.) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp,disp) ILEC Dedicated Trunks Benchmark: No more than 1 missed commit per month per CLEC 		

Measurable Standard:	<p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform - POTS • UNE – Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non – Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop <p>Retail</p> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business) • Retail Specials • Retail POTS Res and Bus Dispatched • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing - Conditioned • Benchmark: No more than 1 missed commit per month per CLEC • DS0 • DS1 • DS3 and above • (Diagnostic) • (Diagnostic)
Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • customer caused misses • Troubles reported as provisioning trouble reports (Verizon only). • Troubles associated with inside wire. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules</i>	<ul style="list-style-type: none"> • Results for UNE Subloops and Dark Fiber will be tracked diagnostically • Results include Test okay (TOK) and Found okay (FOK) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Includes a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.
<i>Notes:</i>	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 21

Title: Average Time to Restore

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
<i>Method of Calculation:</i>	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<table> <tr> <td data-bbox="443 132 893 1879"> SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Sub-Loop UNE Loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out </td><td data-bbox="893 132 1528 1879"> Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: av. 8 hours Benchmark: av. 4 hours Benchmark: av. 4 hours Residential POTS (non-dispdisp) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: avg. 4 hours </td></tr> </table>	SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Sub-Loop UNE Loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: av. 8 hours Benchmark: av. 4 hours Benchmark: av. 4 hours Residential POTS (non-dispdisp) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: avg. 4 hours
SBC/California Parity for Resale is Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials Parity for UNE measured for the following UNEs: <ul style="list-style-type: none"> 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (ISDN) <ul style="list-style-type: none"> UNE Sub-Loop 2w digital loop (xDSL) <ul style="list-style-type: none"> UNE Sub-Loop High Bandwidth line sharing UNE 4w digital loop (DS1) <ul style="list-style-type: none"> UNE Sub-Loop UNE Loop – DS3 UNE loop – OC level UNE Port – Non-Specials UNE Port – Specials UNE Dedicated Transport <ul style="list-style-type: none"> DS1 DS3 OC level Dark Fiber Enhanced Extended Links <ul style="list-style-type: none"> VG DS1 DS3 and above UNE Platform <ul style="list-style-type: none"> Basic port and loop (Res.) Basic port and loop (Bus.) Special port and basic loop ISDN BRI port and loop ISDN PRI port and loop Interconnection Trunks LNP - Port Out 	Retail <ul style="list-style-type: none"> Residential POTS Business POTS Specials <ul style="list-style-type: none"> POTS - Business (outside plant disposition codes and central office wiring disposition codes) ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI DS1 (outside plant disposition codes and central office wiring disposition codes) DS3 (outside plant disposition codes and central office wiring disposition codes) OC level service (outside plant disposition codes and central office wiring disposition codes) POTS - Business (dispatch in) Specials (dispatch in) DS1 DS3 OC level service Diagnostic Benchmark: av. 8 hours Benchmark: av. 4 hours Benchmark: av. 4 hours Residential POTS (non-dispdisp) Business POTS (non disp., disp.) Voice Grade Specials (non-disp, disp) ISDN BRI (non-disp, disp) ISDN PRI (non-disp, disp) ILEC Dedicated Trunks Benchmark: avg. 4 hours 		

<i>Measurable Standard:</i>	Verizon:	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform - POTS • UNE – Platform - Specials • Interconnection Trunks • Line Sharing -Conditioned • Line Sharing - Non Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • Retail POTS Res and Bus Dispatched • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • DS1 and below • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing Conditioned • Retail Linesharing Non- Conditioned • Retail POTS – Total Business & Residence, Non-Dispatched • DS0 • DS1 • DS3 and above • (Diagnostic) • (Diagnostic)

<i>Exclusions:</i>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Trouble tickets associated with inside wire. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Results include Test okay (TOK) and Found Okay (FOK) reports. • Results for UNE Subloops and Dark Fiber will tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • Includes in the time interval calculation is any ILEC delay.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements

Report Requirements

Maintenance

Measure 22

Title: POTS Out of Service Less Than 24 Hours

Area	Requirement Description		
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.		
Method of Calculation:	<p>(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100</p> <p><i>Note: For non-design services only</i></p>		
Report Period:	Monthly		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By:	By POTS Residence and Business (Resale and UNE)		
Geographic Level:	Statewide		
Measurable Standard:	<table border="0"> <tr> <td style="vertical-align: top;"> <p>Parity for Resale (POTS) for SBC/California</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS <p>Parity for UNEs (Basic)</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) <p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS </td><td style="vertical-align: top;"> <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch) • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS </td></tr> </table>	<p>Parity for Resale (POTS) for SBC/California</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS <p>Parity for UNEs (Basic)</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) <p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch) • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS
<p>Parity for Resale (POTS) for SBC/California</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS <p>Parity for UNEs (Basic)</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) <p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch) • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS 		

<i>Exclusions:</i>	<ul style="list-style-type: none"> • No access • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Results include Test okay (TOK) and Found okay (FOK) reports. • Results for UNE Subloops will be tracked diagnostically (SBC/California only)
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
<i>Method of Calculation:</i>	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	By service group type (including LNP) & NXX Code Opening Troubles
<i>Geographic Level</i>	Statewide

Measurable Standard:	<div data-bbox="456 128 893 1885"> <p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8bd and 5.5db) analog loop • 2w digital loop (ISDN) • 2w digital loop (xDSL) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Port – Non-Specials • UNE Port –Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 • UNE Platform <ul style="list-style-type: none"> • Basic port and loop(Res.) • Basic port and loop (Bus.) • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out </div> <div data-bbox="893 128 1536 1885"> <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Specials (non-dispatch) • DS1 • DS3 • OC level service • Diagnostic • Benchmark: 25% • Benchmark: 25% • Benchmark: 25% • Residential POTS (non-disp, disp) • Business POTS (disp) • Voice Grade Specials (non-disp,disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • ILEC Dedicated Trunks • Benchmark: No more than 2 repeat troubles per month per CLEC </div>
-----------------------------	---

<i>Measurable Standard:</i>	Verizon:	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop 	<ul style="list-style-type: none"> • Retail POTS – Residence • Retail POTS – Business • Retail Specials • Retail POTS Res and Bus. Dispatched • DS0 • DS1 and above • • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non dispatched and Retail Specials Non-dispatched • DS1 and below • DS3 and above • Retail POTS • Retail Specials • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing - Non-Conditioned • No more than 2 repeat trouble per month per CLEC • DS0 • DS1 • DS3 and above • (Diagnostic) • (Diagnostic)

<i>Exclusions:</i>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Troubles associated with inside wiring • Subsequent reports • Message Reports • ILEC employee generated reports • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Trouble report will not be counted as a repeat report if previous report was closed to “No Access.” • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Results for Dark Fiber will be tracked diagnostically.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 24

Title: Percent Blocking on Common Trunks

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
<i>Method of Calculation:</i>	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
<i>Report Period:</i>	Monthly (Exception Reporting Only)
<i>Report Structure:</i>	
<i>Report By:</i>	By total trunk groups.
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: 2% of trunk groups blocking at no more than 2%
<i>Exclusions:</i>	
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Verizon reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

Area	Requirement Description
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	$\frac{\text{(Number of final dedicated interconnection trunk groups exceeding 2\% blockage)}}{\text{Total number of final dedicated interconnection trunk groups}} \times 100$
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Total trunk groups • ILEC end office to CLEC end office • ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	Verizon: <ul style="list-style-type: none"> • Parity – comparison made to ILEC final trunk groups SBC/California: Benchmark: <ul style="list-style-type: none"> • Standard – no more than 2% of the trunk groups at blocking of 2% or greater
Exclusions:	<ul style="list-style-type: none"> • Blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Blocking due to CLEC putting trunks in a "make busy" state.(Verizon only) • Blocking due to CLEC putting trunks in a "make busy" state or other network problems under CLEC's control.(SBC/California only) • Instances where CLEC does not take action upon receipt of an ASR within 4 business days (or in the time frame specified in the ICA), when Call Blocking situation is identified by the ILEC. (SBC/California only) • Instances where CLEC does not take action within 10 days or in the time frame specified in the ICA) upon receipt of a ASR when pre-service occupancy of 75% or greater is identified by the ILEC. (SBC/California only)
Business Rules:	<ul style="list-style-type: none"> • Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Verizon reports provided 45 days after close of data month. • . Applies to those trunks where the ILEC has augmentation control. • Trunks are provisioned as two-way trunks
Notes:	

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the number of NXXs loaded and tested by the LERG effective date.
<i>Method of Calculation:</i>	$((\text{Number of NXXs loaded and tested by LERG effective date}) / (\text{Number of NXXs scheduled to be loaded and tested by LERG effective date})) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	Reported for all NXX codes scheduled to be loaded in reporting period
<i>Geographic Level:</i>	Statewide
<i>Exclusions:</i>	<ul style="list-style-type: none"> Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> Includes both additions and deletions to NXX codes. For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day.
<i>Notes:</i>	<ul style="list-style-type: none"> NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. TRUCALL billing validation testing is not used unless maintenance trouble is reported (SBC/California only)

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 27

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Measure deleted - process is parity by design.</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Report By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Billing

Measure 28

Title: Usage Timeliness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is sent to the CLEC.
<i>Method of Calculation:</i>	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	SBC/California: <ul style="list-style-type: none"> • Resale • UNE • Jointly provided switched access (associated with meet point billing) Verizon <ul style="list-style-type: none"> • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	SBC/California: <ul style="list-style-type: none"> • Parity for Resale UNE, and Jointly provided switched access: Verizon: <ul style="list-style-type: none"> • Parity for Resale - Local, Resale - Toll and UNE • Parity for UNE Platform – Local is Resale – Local • Parity for UNE Platform – Access is IXC switched access • Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements Report Requirements

Billing

Measure 29

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Billing

Measure 30

Title: Wholesale Bill Timeliness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
<i>Method of Calculation:</i>	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	SBC/California and Verizon: Benchmark: Standard – 99% within 10 calendar days
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Includes only mechanized bills.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Billing

Measure 31

Title: Usage Completeness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of usage charges appearing on the correct bill.
<i>Method of Calculation:</i>	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California and Verizon: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> • Standard - 95%
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Summarized charges. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none"> • For SBC/California, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Billing

Measure 32

Title: Recurring Charge Completeness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of fractional recurring charges appearing on the correct bill.
<i>Method of Calculation:</i>	<p>SBC/California: (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>Verizon: (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Resale • UNE) • Facilities/Interconnection
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard – 90% <p>Verizon: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> • Standard – 90%
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none"> • The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon will compare CLEC results to a statistically valid sample of Verizon results. • SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

OSS OII Performance Measurements Report Requirements

Billing

Measure 33

Title: Non-Recurring Charge Completeness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of non-recurring charges appearing on the correct bill.
<i>Method of Calculation:</i>	<p>SBC/California: (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>Verizon: (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 90% <p>Verizon: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard – 90%
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none"> • The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none"> • SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

OSS OII Performance Measurements Report Requirements

Billing

Measure 34

Title: Bill Accuracy

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
<i>Method of Calculation:</i>	$(\text{Total monies billed without corrections} / \text{total monies billed}) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • UNE <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • Facilities/Interconnection <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California: Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 95% <p>Verizon: Benchmark for Resale and UNE:</p> <ul style="list-style-type: none"> • Standard - 97% <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard - 95%

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 35

Title: Timeliness of Billing Completion Notices - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 5 business days.
<i>Method of Calculation:</i>	<p>Interim Method of Calculation: $\frac{\text{Sum (Number of Orders Completed in Billing Systems within 3 Business Days)}}{\text{(Number of Orders Completed)}} \times 100$</p> <p>As of TBD Date: $\frac{\text{Sum (Number of Billing Completion Notices Sent to CLEC within 5 Business Days after Work Completion)}}{\text{(Number of Orders Completed)}} \times 100$</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
<i>Reported By:</i>	
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>Benchmark:</p> <ul style="list-style-type: none"> Standard - 96% in 5 business days
<i>Exclusions:</i>	<ul style="list-style-type: none"> Weekends and ILEC published holidays. Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	
<i>Notes:</i>	Until the billing completion notice process has been developed and implemented phase II of this measure, SBC/California will report the percentage of orders completed in the billing systems within 3 business days.

OSS OII Performance Measurements Report Requirements

Billing

Measure 36

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements

Report Requirements

Database Updates

Measure 37

Title: Database Update Interval - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average time to update databases. Reported for: <ul style="list-style-type: none"> • <i>DA/Listings Database</i> • <i>LIDB (service order generated updates only)</i>
Method of Calculation:	<p>Parity Sub-measures (Service Order generated updates) $[(\text{Completion Date \& Time}) - (\text{Update Submission Date \& Time})] / \text{Count of Updates Completed in Reporting Period}$</p> <p>Benchmark Sub-measures (Direct gateway updates) $[(\text{Count of updates completed within 8 days}) / (\text{Total Updates completed with in the Reporting Period})] \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<p>DA/Listings:</p> <ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input <p>LIDB:</p> <ul style="list-style-type: none"> • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	<p>Parity for service order generated updates</p> <p>Benchmark for direct gateway input updates</p> <ul style="list-style-type: none"> • Standard - 95% in 8 calendar Days
Exclusions:	<ul style="list-style-type: none"> • Non-CLEC generated orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure. •

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 38

Title: Percent Database Accuracy - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of database updates completed without error. Reported for: <ul style="list-style-type: none"> • <i>911 Databases</i> • <i>DA/Listings Database</i> • <i>LIDB</i>
<i>Method of Calculation:</i>	$\frac{((\text{Count of Updates Completed without error}) / (\text{Count of Updates Completed})) \times 100}{100}$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	DA/Listings: <ul style="list-style-type: none"> • Service Order generated updates E911 Database: <ul style="list-style-type: none"> • Service Order generated updates LIDB Database <ul style="list-style-type: none"> • Service Order generated updates
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Parity for service order generated updates
<i>Exclusions:</i>	CLEC caused errors
<i>Business Rules:</i>	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Notes:</i>	CLECs reserve the right to request additional databases be included in this measure.

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 39

Title: E911/911 MS Database Update

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of E911/911 database updates completed within 48 hours.
<i>Method of Calculation:</i>	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • Service order generated updates (SBC/California Only) • Direct gateway input updates
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>SBC/California</p> <ul style="list-style-type: none"> • Parity for service order generated updates <p>SBC/California and Verizon:</p> <p>Direct gateway input</p> <ul style="list-style-type: none"> • Standard - 48 hours
<i>Exclusions:</i>	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • For service order generated updates, 48 hour interval begins when service order is completed in SORD (SBC/California) • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Collocation

Measure 40

Title: **Percent On Time to Respond to a Collocation Request**

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of CLEC collocation requests that are responded to on time by the ILEC.
<i>Method of Calculation:</i>	(Number of Requests Completed in X Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
<i>Report By:</i>	All Collocation
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: <ul style="list-style-type: none"> • Standard -95% in 10 calendar days (Non –ICB)(SBC/California) • Standard -95% in 30 calendar days (Non–ICB) (SBC/California) • Standard 95% within time intervals set in its tariffs (Verizon)
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Rejected requests, expired requests and complete disconnects (SBC/California) • Orders cancelled by CLEC • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Includes requests that are for tarified services. (SBC/California) • Includes all augment requests. • Includes “Denied” collocation requests. (SBC/California) • Includes CLEC equipment only orders. (SBC/California) • If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within or after the applicable standard, the clock is restarted from the revised application receipt date • Following are the types of changes that trigger the restarting of the 10 day clock: <ul style="list-style-type: none"> • Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility. • HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units. • Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows: <ol style="list-style-type: none"> 1. Asbestos abatement on a room or floor of a building 2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system 3. Construction required to accommodate restroom access or modifications per code. 4. Construction or modification of building to facilitate proper emergency egress from the space per code. 5. Electrical wiring of space per code requirements. • For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (SBC/California only)
<i>Notes:</i>	<ul style="list-style-type: none"> • Interval to begin upon receipt of valid request per published ILEC collocation guidelines. • Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JPSA Affecting Tariff Change.”

OSS OII Performance Measurements Report Requirements

Collocation

Measure 41

Title: Time to Provide a Collocation Arrangement

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	$\frac{(\# \text{ of Collocation Arrangements Completed in "X" Interval})}{(\text{Total Number of Collocation Arrangements Completed During the Reporting Period})} \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	All Collocation <ul style="list-style-type: none"> • New (All) • Augment (All)
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for SBC/California:</p> <ul style="list-style-type: none"> • New - 95% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs. <p>Benchmark for Verizon:</p> <ul style="list-style-type: none"> • New - 90% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs
Exclusions:	<ul style="list-style-type: none"> • Orders cancelled by CLEC. • CLEC requested due dates greater than the standard interval. • Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders. (SBC/California) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> • Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • Includes partial decommissions for SBC/California activities only. (SBC/California) • The request is complete when the ILEC sends a notice, in a form agreed upon by both parties, along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy. • For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(SBC/California only) • A change in a collocation request shall not trigger a restarting of the clock on the collocation interval. If, however, a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation under Measure 41. (SBC/California only). • When an extended interval has been mutually negotiated via the Shortfall Process, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed. (SBC/California only).
<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JPSA Affecting Tariff Change.” •

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 42

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	$\frac{[(\text{Number of Scheduled Interface Available Hours}) - (\text{Number of Unscheduled Interface Unavailable Hours})]}{(\text{Scheduled System Available Hours})} \times 100$
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	<ul style="list-style-type: none"> By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance) By query type for Pre-Order interfaces (SBC/California only)
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Parity for interfaces used by both ILEC and CLEC Benchmark:</p> <ul style="list-style-type: none"> Pre-order Interfaces/by query type: <ul style="list-style-type: none"> Standard – 99.0% All other interfaces (except those measured at parity) <ul style="list-style-type: none"> Standard – 99.50% <p>Verizon: Benchmark for (all interfaces):</p> <ul style="list-style-type: none"> Standard –99.50%
Exclusions:	
Business Rules:	<ul style="list-style-type: none"> Outage hours are obtained from outage reports Any change requests for extended availability during the reporting period are added to the scheduled hours. For pre-order interfaces, SBC/California will report by query type as follows: <ul style="list-style-type: none"> On an individual basis for CSI, Address Validation and TN function queries. On a combined basis for Loop Qual, Due Date, Dispatch, CFA, PIC/LPIC, CLLI and NC/NCI queries.
Notes:	<ul style="list-style-type: none"> Verizon captures data on a nationwide basis and reports national results at a state level. ILECs will agree to document any calculation of partial availability.

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 43

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Measure deleted - process is parity by design.</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 44

Title: Center Responsiveness

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average time it takes the ILEC's work center to answer a call.
<i>Method of Calculation:</i>	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center)
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	CLECs in the aggregate, and by ILEC (if analog applies)
<i>Report By:</i>	<ul style="list-style-type: none"> • ILEC Ordering Center • ILEC Repair Center • ILEC Provisioning Center (SBC/California) • ILEC OSS Service Center (SBC/California)
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>Repair Centers: Parity - SBC/California Benchmark – Verizon</p> <ul style="list-style-type: none"> • Standard – average 20 seconds <p>Benchmark for SBC/California and Verizon(Ordering Centers) Standard – average 15 seconds (SBC/California) Standard – average 17 seconds (Verizon)</p> <p>Benchmark for SBC/California Provisioning Center Standard - average of 90 seconds</p> <p>Benchmark for SBC/California OSS Service Center (MCPSC) Standard – TBD (see notes)</p>
<i>Exclusions:</i>	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none"> • Measured by individual queue, if applicable, in each ILEC center. • Verizon captures data on a nationwide basis and reports national results at a state level. • Verizon reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services • Benchmark standard for SBC/California's OSS Service Center (MCPSC) will be established once measure is implemented and three months of data are available for analysis.

***OSS OII Performance Measurements
Report Requirements***

New

Measure

Title: **Timeliness of Change Management Notices (Verizon Only)**

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Terms to be defined</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, whichever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.

AUDITING

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' reporting procedures and reportable data. The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below. A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

1. Jointly defining the Request for Proposal;
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the Annual Audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every six months to discuss the Annual Audit. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ("trunks"), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and procedures shall be determined on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, SBC/California, Verizon and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion).

Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section IIc) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is “materially” at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90-day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
High Bandwidth Line Sharing UNE	The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched voiceband transmissions.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – SBC/CALIFORNIA MAC – COMPANY REASONS

CB	Marketing Error. LSC/ Business Office gave wrong due date or ordered incorrect product/service
CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH, PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CA	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – SBC/CALIFORNIA MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre- Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY MISSED APPOINTMENT CODES -VERIZON

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above.

DISPOSITION CODES

	SBC/CALIFORNIA		VERIZON
01	TERMINAL EQUIPMENT	01	LOCAL NUMBER PORTABILITY
02	COMMUNICATIONS EQUIPMENT	04	NETWORK FACILITIES
02	OTHER STATION EQUIPMENT	05	COIN/COINLESS
02	TERMINAL EQUIPMENT	05	E911
03	NETWORK TERMINATING FACILITIES	06	OUTSIDE PLANT
04	OUTSIDE PLANT	07	INTEROFFICE FACILITIES
05	CENTRAL OFFICE	09	SERVICE ORDER
06	CUSTOMER MISUSE	10	RECORDS
07	TEST OK	11	CARRIER (FIELD) OR CONCENCTRATOR
08	FOUND OK - IN	12	CENTRAL OFFICE
09	FOUND OK – OUT	13	TEST OKAY
10	REFERRED OUT	15	CAME CLEAR
12	NON-TELCO PROVIDED	16	CUSTOMER
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	17	EXCLUDE
		18	REFERRED OUT
		19	CPE

CAUSE CODES

	SBC/CALIFORNIA
1	TELCO EMPLOYEE
2	NON-EMPLOYEE
3	PLANT OR EQUIPMENT
4	WEATHER
5	OTHER
6	UNKNOWN

IMPLEMENTATION SCHEDULES (to be provided March 3, 2003)_

CALIFORNIA 2002 PERFORMANCE MEASUREMENT PLAN (JPSA) ISSUES

January 31, 2003

ISSUE #	PM	ISSUE	PARTY RECOMMENDING CHANGE	STATUS
1	1	Measurable Standard: Change standard for mechanized Loop Qual queries from “Parity” to “Benchmark”- 95% w/in 45 seconds (Actual) and 95% w/in 15 seconds (Design)	SBC/California	CLOSED
1A	1	Description: Include “facility availability” information in response to pre-ordering query for VZ	CLECs	OPEN
2	1	Method of Calculation, Measurable Standard: Change standards (to percentages) for all fully electronic preorder queries (except mech. loop qual) to percentage benchmarks	SBC/California	CLOSED
3	1	Measurable Standard: Change standard for Manual CSIs from 98% in 24 hours to 95% in 8 business hours	Verizon	CLOSED
4	1	Measurable Standard: Establish benchmark standard for mech. Loop Qual (actual loop make-up) of 95% w/in 60 seconds (effective February 2003)	Verizon	CLOSED
5	1	Measurable Standard: Establish standard for mechanized CSIs	CLECs	CLOSED
6	1	Exclusion: Exclude timeouts (Verizon only)	Verizon	CLOSED
7	1	Business Rules: Remove reference to “manual CSRs measured in clock hours	Verizon	CLOSED
8	2	Measurable Standard: Consolidate reportable disaggregations to “Resale POTS/UNE non designed,” “Resale Specials/UNE Designed” and “Interconnection trunks/UNE Transport	Verizon	CLOSED
9	2	Measurable Standard: Establish new standards for all FOCs	Verizon	CLOSED
9A	2	Measurable Standard: Change reporting for EELs to non diagnostic for VZ	CLECs	CLOSED
10	2	Measurable Standard: Establish standards for Interconnection trunk projects	SBC/California	CLOSED
11	2	Exclusions: Exclude time to check for available facilities for Centrex and PBX requests	SBC/California	CLOSED

ATTACHMENT C

12	2	Exclusions: Projects excluded (Verizon only) – defined as “CLEC negotiated” for Resale/UNE and over 192 trunks for Interconnection Trunks	Verizon	CLOSED
13	2	Business Rules: Include new business rule that Special Access to UNE conversions will be tracked diagnostically	SBC/California	CLOSED
14	2	Business Rules: Include new business rule, “For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally returned, minus the time LSR is being reviewed by CLEC (SBC/California only)”	SBC/California	CLOSED
15	2	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
16	3	Measurable Standard: Consolidate reportable disaggregations to “Resale POTS/UNE non designed,” “Resale Specials/UNE Designed” and “Interconnection trunks/UNE Transport	Verizon	CLOSED
17	3	Measurable Standard: Establish new standards for all Rejects	Verizon	CLOSED
17A	3	Measurable Standard: Change reporting for EELs to non diagnostic for VZ	CLECs	CLOSED
18	3	Measurable Standard: Establish standards for Interconnection trunk projects	SBC/California	CLOSED
19	3	Exclusions: Exclude time to check for available facilities for Centrex and PBX requests	SBC/California	CLOSED
20	3	Exclusions: Projects excluded (Verizon only) – defined as “CLEC negotiated” for Resale/UNE and over 192 trunks for Interconnection Trunks	Verizon	CLOSED
21	3	Business Rules: Include new business rule that Special Access to UNE conversions will be tracked diagnostically	SBC/California	CLOSED
22	3	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
23	New Measure	New measure – “Percent 997 Acknowledgements Returned on Time for LSR Requests	CLECs	CLOSED
24	4	Description, Method of Calculation, Reported By and Business Rules sections: Change description of measure for first measurement disaggregation to only those orders fully capable of flowing through	SBC/California, Verizon	CLOSED

ATTACHMENT C

25	4	Reported By: Change reporting to “Service Group Type” only	SBC/California	CLOSED
27	4	Measurable Standard: Establish Measurable Standard for “fully capable” flow through of 95%	CLECs	CLOSED
28	4	Exclusions: Excludes orders that do not flow through due to CLEC caused errors or a pending order status	Verizon	CLOSED
29	4	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
30	4	Notes: Add note, "System upgrade currently targeted for May 2003 to identify CLEC caused errors." (In reference to excluding CLEC caused errors.)	Verizon	CLOSED
31	New Measure	New measure: Add new measure, “Percent Mechanized Line Loss Notifications Returned Within One Day of Work Completion”	CLECs	CLOSED
32	New Measure	New measure: Add new measure, “Percent Mechanized Line Loss Notifications Returned”	CLECs	CLOSED
33	5	Measurable Standard: Change the measurable standard for xDSL loops to a benchmark of 5%. (SBC/California only)	SBC/California	CLOSED
34	5	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
35	5	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
36	5	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
37	5	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
37A	5	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
38	6	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
39	6	Measurable Standard: Adopt same benchmarks as SBC/California	Verizon	CLOSED

ATTACHMENT C

40	6	Measurable Standard: Disaggregate EELs by VG, DS1, DS3 and OC level (new and conversions) (Verizon only)	CLECs	CLOSED
41	6	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
41A	6	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
42	7	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
43	7	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
44	7	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
45	7	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
46	7	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
47	7	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
48	8	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
49	8	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
50	8	Measurable Standard: Add a level of disaggregation for line shared loops (non-conditioned, non-disp)	Verizon	CLOSED
51	8	Measurable Standard: Define parity standards for EELs (SBC/California only)	CLECs	CLOSED
52	8	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
53	New Measure	New measure – “Percent Completed within the Customer Requested Due Date”	CLECs	CLOSED-SBC/California OPEN-Verizon
54	9	Reported by and Measurable Standard: Consolidate levels of disaggregations – Residence and Business Conversions to one level of disaggregation	SBC/California	CLOSED

ATTACHMENT C

55	9	Reported by and Measurable Standard: Add level of disaggregation for DSL capable loops	CLECs	CLOSED
56	9	Reported by and Measurable Standard: Consolidate levels of disaggregations(CC/CHC)	Verizon	CLOSED
57	9	Measurable Standard: Establish benchmark of 98% for LNP conversions	SBC/California	CLOSED
58	9	Measurable Standard: Change benchmark standard for CC/CHC from 90% to 95%. (Verizon only)	CLECs	CLOSED
59	9	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
60	9A	Title: Change title as follows: Frame Due Time (<i>up to 19 lines</i>) and Coordinated Conversions (<i>up to 12 lines</i>) as a percentage On Time	CLECs	CLOSED
61	9A	Description: Add Coordinated Conversion up to 12 lines in description	CLECs	CLOSED
62	9A	Method of Calculation: Add a new method of calculation for Coordinated Conversion up to 12 lines	CLECs	CLOSED
63	9A	Measurable Standard: Change benchmark to 98%	CLECs	CLOSED
64	9A	Measurable Standard: Add DSL as a level of disaggregation for SBC/California	CLECs	CLOSED
65	9A	Business Rules: Add new business rule, “ If FDT cutover commences within 15 minutes of start time, it is counted as started on time.”	SBC/California	CLOSED
66	9A	Notes: Add note, “The ‘stop time’ for the TBCC/CHC conversion interval is when SBC/California (LOC) notifies CLEC that the conversion has been completed	CLECs	CLOSED
67	9A	Notes: Add note defining parameters of TBCC cutovers (up to 12 lines and 99 TNs – LNP)	CLECs	CLOSED
68	9A	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
69	10	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED

ATTACHMENT C

70	11	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
71	11	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
72	11	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
73	11	Measurable Standard: Separate reporting for UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED
74	11	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
75	11	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
76	11	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
77	11	Measurable Standard: Create disaggregations for “Conditioned” and “Non-conditioned” for xDSL loops	CLECs	CLOSED
78	11	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
79	12	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
80	12	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
81	12	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
82	12	Measurable Standard: Separate reporting for UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED
83	12	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
84	12	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED

ATTACHMENT C

85	12	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
86	12	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
87	13	Reported by, Business Rules: Change to the overall average of days delayed	SBC/California	CLOSED
88	13	Reported by, Business Rules: Change disaggregated reporting (1-30 days, 31-90 days and >90 days) to diagnostic only	SBC/California	CLOSED
89	13	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
90	13	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
91	13	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
92	13	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
93	14	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
94	14	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
95	14	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
96	14	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
97	15	Description: Change Description to read, “ Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur <i>as a result</i> of the provisioning process.	SBC/California	CLOSED
98	15	Method of Calculation: Add the word “ <i>provisioning</i> “ before troubles in the numerator of both methods of calculation	SBC/California	CLOSED

ATTACHMENT C

99	15	Reported by, Measurable Standard: Add xDSL UNE loops as a level of disaggregation	CLECs	CLOSED
100	15	Measurable Standard: Add benchmark for xDSL UNE loop (proposed new disaggregation) of 2%	CLECs	OPEN
101	15	Measurable Standard: Add UNE P as a level of disaggregation for Verizon	CLECs	CLOSED
102	15	Measurable Standard: Add Linesharing as a level of disaggregation for Verizon	CLECs	CLOSED
103	15	Measurable Standard: Establish benchmarks for all levels of disaggregation	Verizon	CLOSED
104	15	Exclusions: Add exclusion for inside wire	SBC/California	CLOSED
105	15	Exclusions: Add exclusion, “ Trouble reports associated with service orders with requested due dates beyond the offered due date.”	Verizon	CLOSED
106	15	Business Rule: Add new business rule, “ Includes only those trouble reports submitted as a results of the provisioning process.”	SBC/California	CLOSED
107	15	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
108	15A	Description: Change Description to read, “ Measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.	SBC/California	CLOSED
109	15A	Reported by, Measurable Standard: Add xDSL UNE loops as a level of disaggregation	CLECs	CLOSED
110	15A	Measurable Standard: Add benchmark for xDSL UNE loop (proposed new disaggregation) of 1 hour	CLECs	CLOSED
111	15A	Measurable Standard: Add UNE P as a level of disaggregation for Verizon	CLECs	CLOSED
112	15A	Measurable Standard: Add Linesharing as a level of disaggregation for Verizon	CLECs	CLOSED
113	15A	Exclusions: Add exclusion for inside wire	SBC/California	CLOSED
114	15A	Exclusions: Add exclusion, “ Trouble reports associated with service orders with requested due dates beyond the offered due date.”	Verizon	CLOSED

ATTACHMENT C

115	15A	Exclusions: Add exclusion for “No access.”	SBC/California	OPEN
116	15A	Exclusions: Add exclusion for trouble reports where CLEC refused ILEC offered appointment	SBC/California	OPEN
117	15A	Business Rule: Add new business rule, “ Includes only those trouble reports submitted as a result of the provisioning process.”	SBC/California	CLOSED
118	15A	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
119	16	Method of Calculation: Change method of calculation to associate troubles with orders that generated them	SBC/California	CLOSED
120	16	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
121	16	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
122	16	Measurable Standard: Separate reporting for Special UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED
123	16	Measurable Standard: Change standard from parity for Interconnection trunks to benchmark of 3%	SBC/California	CLOSED
124	16	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
125	16	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
125A	16	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
126	16	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
127	17	Method of Calculation: Change method of calculation to associate troubles with orders that generated them	SBC/California	CLOSED
128	17	Measurable Standard: Separate reporting for Special UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED

ATTACHMENT C

128A	17	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
129	17	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
130	18	Measurable Standard: Eliminate reporting on % of Fully electronic fallout	SBC/California	CLOSED
131	18	Business Rules: Revise business rule on SAR Version 4 CN to Industry Standard CN	Verizon	CLOSED
132	19	Report by: Eliminate reporting for NXX codes	SBC/California	CLOSED
133	19	Measurable Standard: Separate reporting for basic UNE P between “ disp” and “no disp.”	CLECs	CLOSED
134	19	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
135	19	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
136	19	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
137	19	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
138	19	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
139	19	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
140	20	Measurable Standard: Separate reporting for basic UNE P between “ disp” and “no disp.”	CLECs	CLOSED
141	20	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
142	20	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
143	20	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
144	20	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
145	20	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN

ATTACHMENT C

146	20	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
147	20	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
148	21	Measurable Standard: Separate reporting for basic UNE P between “disp” and “no disp.”	CLECs	CLOSED
149	21	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
150	21	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
150A	21	Measurable Standard: Add disaggregations for VoDSL (res-disp, no disp., bus-disp, no disp.) and associated benchmark standards (SBC/California only)	CLECs	OPEN
151	21	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
152	21	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
153	21	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN
154	21	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN
155	21	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
156	21	Business Rules: update, “ Includes as a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.”	CLECs	CLOSED
157	21	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
157A	22	Measurable Standard: Change retail analog for basic UNE P to “Retail POTS.”	SBC/California	CLOSED
158	22	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
159	22	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
160	22	Exclusions: Add an exclusion of customer caused misses	SBC/California	OPEN

ATTACHMENT C

160A	22	Exclusions: Remove exclusion for no access	CLECs	OPEN
161	22	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN
162	22	Business Rules: Add business rule, “Includes as a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.”	CLECs	CLOSED
163	22	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
164	23	Measurable Standard: Separate reporting for basic UNE P between “disp” and “no disp.”	CLECs	CLOSED
165	23	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
166	23	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
167	23	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
168	23	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
169	23	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
170	23	Business Rules: Add new business rule, “Trouble report will not be counted as a repeat report if previous report was closed to No Access.”	SBC/California	CLOSED
171	23	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
172	25	Measurable Standard: Change standard from parity to a benchmark of no more than 2% blocking on 2% of the trunk groups (SBC/California only)	SBC/California	CLOSED
173	25	Exclusions: Add exclusion for blocking caused by CLEC network problems.	SBC/California	CLOSED
174	25	Exclusions: Add exclusion for when CLEC does not respond to ASR from ILEC within 3 business days and call blocking is occurring on the trunk group	SBC/California	CLOSED

ATTACHMENT C

175	25	Exclusions: Add exclusion for when CLEC does not respond to ASR from ILEC within 10 business days and pre-service occupancy on the trunk groups is 75% or greater	SBC/California	CLOSED
176	25	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
177	26	Business Rules: Add business rule to define that disconnect activity scheduled on the weekend or a holiday will be considered on time if completed by the end of the next business day.	SBC/California/ Verizon	CLOSED
178	28	Description: Modify description from “successfully” transmitted” to “available for transmission.”	SBC/California	CLOSED
179	28	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
180	28	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
181	29	Delete measure	SBC/California, Verizon	CLOSED
182	30	Measurable Standard: Change standard for Verizon to 98% in 10 business days	Verizon	OPEN
183	30	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
184	30	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
185	31	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
186	31	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
187	32	Delete measure	Verizon	OPEN
188	32	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
189	32	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED

ATTACHMENT C

190	32	Exclusions: Add exclusion for recurring charges not generated by a CLEC order or not billing system mechanized recovery	SBC/California	CLOSED
191	33	Delete measure	Verizon	OPEN
192	33	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
193	33	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
194	33	Exclusions: Add exclusion for non-recurring charges not generated by a CLEC order or not billing system mechanized recovery	SBC/California	CLOSED
195	34	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
196	34	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
197	35	Measurable Standard: Change standard from 95% within 3 days to 95% within 6 days	SBC/California	CLOSED
198	35	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
199	35	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
200	40	Measurable Standard: Change standard to 95% within 10 days	SBC/California	CLOSED
201	40	Measurable Standard: Change standard to 95% within 15 days	Verizon	CLOSED
201A	40	Exclusions: Add exclusions for rejected requests, expired requests and disconnects	SBC/California	CLOSED
201B	40	Business Rules: Add business rule that the measure to include requests for tariffed services	SBC/California	CLOSED
201C	40	Business Rules: Add business rule that the measure to include requests that are denied.	SBC/California	CLOSED

ATTACHMENT C

201D	40	Notes: Eliminate note, “If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. SBC/California/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.”	Verizon	CLOSED
201E	40	Notes: Add note, “Verizon’s interval may be superceded by the appropriate interval specified in an approved intrastate tariff.”	Verizon	CLOSED
202	41	Measurable Standard: Change standard to 95% within tariffed interval	SBC/California	CLOSED
203	41	Measurable Standard: Change standard to 95% within 80 days for collocation augments	Verizon	CLOSED
203A	41	Exclusions: Add exclusions for collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders	SBC/ California	CLOSED
203B	41	Business Rules: Remove business rule, “Applies to all requests for physical collocation space.	SBC/ California	CLOSED
203C	41	Business Rules: Add business rule, “Interval ends when collocation arrangement is ready for turnover to CLEC.”	SBC/ California	CLOSED
203D	41	Business Rules: Add business rule, “The request is complete when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy and the CLEC receives CFA/APOT information.”	CLECs	CLOSED
203E	41	Business Rules: Add business rule for Shortfall Process	SBC/ California	CLOSED
203F	41	Notes: Eliminate note, “If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. SBC/California/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.”	Verizon	CLOSED
203G	41	Notes: Add note, Verizon’s interval may be superceded by the appropriate interval specified in an approved intrastate tariff.	Verizon	CLOSED
204	New Measure	Add new measure: Accuracy of CFA/APOT Information for Collocation	CLECs	CLOSED

ATTACHMENT C

205	42	Reported By: Add reporting for individual query type	CLECs	CLOSED
206	42	Measurable Standard: Change standard to 99.50% within tariffed interval	CLECs	CLOSED
207	44	Measurable Standard: Add level of disaggregation for MCPSC (SBC/California)	CLECs	CLOSED
207A	44	Measurable Standard: Change standard for Repair Center to average of 20 seconds	Verizon	CLOSED
208	New Measure	Add new measure: Accuracy of Actual Loop Make up Information provided for DSL Orders	CLECs	OPEN
209	New Measure	Add new measure: Loop Acceptance Testing (LAT) Completed – UPDATE - 1/15/03 – proposal accepted by SBC/California, with the following modifications: an exclusion will be added for CLEC/end user caused misses; reporting will be combined to one data point, “DSL Loop”; and measure will be reported diagnostically for three months after which the benchmark standard will be developed based on historical data.	CLECs	CLOSED
210	New Measure	Add new measure: Timely Resolution of Significant Software Failures Related to Releases	CLECs	OPEN-SBC/CALIFORNIA CLOSED-VERIZON
211	New Measure	Add new measure: Percent of Timely and Compliant Change Mgmt. Notice	CLECs	OPEN-SBC/CALIFORNIA CLOSED-VERIZON

ATTACHMENT C

212	Measure Standards	<p>Establish the new retail analog comparisons as follows: Measures 5, 7, 11, 12, 13, 14, 15A (UNE loop x/i DSL only), 16, 17 (UNE Port Only), 19, 20, 21, 22 (UNE Port only) 23</p> <p>UNE loop xDSL capable - Retail ISDN BRI</p> <p>UNE loop IDSL capable - Retail ISDN BRI</p> <p>UNE Port - Retail POTS Business Non Dispatched and Retail Specials Non Dispatched</p> <p>Line Sharing - Retail Linesharing – (except as noted below for PMs 7 and 11)</p> <p>Interconnection Trunks - IXC Trunks</p> <p>For Measures 7 and 11:</p> <p>Line Sharing, Conditioned - Retail Linesharing - Conditioned</p> <p>Line Sharing, Non-Conditioned - Retail Linesharing - Non-Conditioned</p> <p>For Measures 19, 20, 21, 22 (UNE loop, non-designed only), 23</p> <p>UNE loop Non-designed - Retail POTS Res and Bus Dispatched</p> <p>UNE loop Designed - Retail POTS Res and Bus Dispatched</p>	Verizon	CLOSED except for interconnection trunks
213	All Measures except 24, 25, 28 and 30	Exclusions: Test or erroneously submitted transactions	SBC/California	CLOSED
214	Prov Measures	Measurable Standard: Maintain disaggregation between “New” and “Conversion” for EELs	CLECs	CLOSED
215		Appropriateness of including CLEC measures in JPSA	Verizon	OPEN
216		Appropriateness of including Special Access measures in JPSA	CLECs	OPEN
217	PMs 5, 6, 11-14, 17	Exclusion: Add the following exclusion, “Feature Only orders from Retail analog, when Retail analog is POTS, Residence and/or Business, Dispatched or Non-Dispatched. (Verizon only).”	Verizon	OPEN
218	PMs 5, 6, 11-14, 16, 19-21, 23	Measurable Standard: For VZ, disaggregate UNE Loop Designed on UNE Dedicated Transport as follows: DS1, DS3 and OC level	CLECs	CLOSED

CALIFORNIA 2002 PERFORMANCE MEASUREMENT PLAN (JPSA) – OPEN ISSUES
January 31, 2003

ISSUE #	PM	ISSUE	PARTY RECOMMENDING CHANGE	STATUS
1A	1	Description: Include “facility availability” information in response to pre-ordering query for VZ	CLECs	OPEN
53	New Measure	New measure – “Percent Completed within the Customer Requested Due Date”	CLECs	CLOSED-SBC/California OPEN-Verizon
100	15	Measurable Standard: Add benchmark for xDSL UNE loop (proposed new disaggregation) of 2%	CLECs	OPEN
115	15A	Exclusions: Add exclusion for “No access.”	SBC/California	OPEN
116	15A	Exclusions: Add exclusion for trouble reports where CLEC refused ILEC offered appointment	SBC/California	OPEN
138	19	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
145	20	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN
146	20	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
150A	21	Measurable Standard: Add disaggregations for VoDSL (res-disp, no disp., bus-disp, no disp.) and associated benchmark standards (SBC/California only)	CLECs	OPEN
153	21	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN
154	21	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN
155	21	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
160	22	Exclusions: Add an exclusion of customer caused misses	SBC/California	OPEN
160A	22	Exclusions: Remove exclusion for no access	CLECs	OPEN
161	22	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN

ATTACHMENT D

169	23	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	OPEN
182	30	Measurable Standard: Change standard for Verizon to 98% in 10 business days	Verizon	OPEN
187	32	Delete measure	Verizon	OPEN
191	33	Delete measure	Verizon	OPEN
208	New Measure	Add new measure: Accuracy of Actual Loop Make up Information provided for DSL Orders	CLECs	OPEN
210	New Measure	Add new measure: Timely Resolution of Significant Software Failures Related to Releases	CLECs	OPEN-SBC/CALIFORNIA CLOSED-VERIZON
211	New Measure	Add new measure: Percent of Timely and Compliant Change Mgmt. Notice	CLECs	OPEN-SBC/CALIFORNIA CLOSED-VERIZON
212	Measure Standards	<p>Establish the new retail analog comparisons as follows: Measures 5, 7, 11, 12, 13, 14, 15A (UNE loop x/i DSL only), 16, 17 (UNE Port Only), 19, 20, 21, 22 (UNE Port only) 23</p> <p>UNE loop xDSL capable - Retail ISDN BRI</p> <p>UNE loop IDSL capable - Retail ISDN BRI</p> <p>UNE Port - Retail POTS Business Non Dispatched and Retail Specials Non Dispatched</p> <p>Line Sharing - Retail Linesharing – (except as noted below for PMs 7 and 11)</p> <p>Interconnection Trunks - IXC Trunks</p> <p>For Measures 7 and 11:</p> <p>Line Sharing, Conditioned - Retail Linesharing - Conditioned</p> <p>Line Sharing, Non-Conditioned - Retail Linesharing - Non-Conditioned</p> <p>For Measures 19, 20, 21, 22 (UNE loop, non-designed only), 23</p> <p>UNE loop Non-designed - Retail POTS Res and Bus Dispatched</p> <p>UNE loop Designed - Retail POTS Res and Bus Dispatched</p>	Verizon	CLOSED except for interconnection trunks
215		Appropriateness of including CLEC measures in JPSA	Verizon	OPEN
216		Appropriateness of including Special Access measures in JPSA	CLECs	OPEN
217	PMs 5, 6, 11-14, 17	Exclusion: Add the following exclusion, “Feature Only orders from Retail analog, when Retail analog is POTS, Residence and/or Business, Dispatched or Non-Dispatched. (Verizon only).”	Verizon	OPEN